

Enterprise Incident Report October 2012

As of 11/1/2012

Human Services

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			Low	Medium	FCR Total
Human Services	Application Services	Bart Purser	2 0	0 0	2 0
		Danielle Hood	7 0	0 0	7 0
		Dustin Crump	17 0	0 0	17 0
		Martin Gonzalez	4 4	0 0	4 4
		Tony Larsen	5 0	0 0	5 0
		Assigned to Individual Total	35 4	0 0	35 4
	Application Support	Tim Corless	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Application Support - USIIS	JC Alexander	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Billing	Sara Brown	1 0	0 0	1 0

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Human Services

			Low	Medium	FCR Total
Human Services	Billing	Assigned to Individual	1	0	1
		Total	0	0	0
	Campus Networking	Robert Ryan	1	0	1
			0	0	0
		Assigned to Individual	1	0	1
		Total	0	0	0
	Capitol Hosting	Dale Hicks	2	0	2
			0	0	0
		Mike Tyrrell	1	0	1
			0	0	0
		Assigned to Individual	3	0	3
		Total	0	0	0
	Database Services	Ted Misiak	1	0	1
			0	0	0
		Assigned to Individual	1	0	1
		Total	0	0	0
	Enterprise Security	Bart Grant	1	0	1
			0	0	0
		Garry Gregson	1	0	1
			0	0	0
		Jed Johnson	1	0	1
			0	0	0
		Assigned to Individual	3	0	3
		Total	0	0	0
	Fleet Administration	Amanda Ronan	2	0	2
			0	0	0
		Assigned to Individual	2	0	2
		Total	0	0	0

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Human Services

			Low	Medium	FCR Total
Human Services	Help Desk	Brenda Treadway	43	0	43
			42	0	42
		Eileen Dubach	15	0	15
			15	0	15
		James Stearns	25	0	25
			24	0	24
		Julie VanBeekum	29	0	29
			29	0	29
		Sarah Johnson	7	0	7
			0	0	0
		Vicky Marrelli	41	0	41
			38	0	38
		Assigned to Individual Total	160 148	0 0	160 148
	Internal Application Development and Support	Beth Hendricks	1	0	1
			0	0	0
		Assigned to Individual Total	1 0	0 0	1 0
	Mainframe Systems Support	Greg Shoop	2	0	2
			0	0	0
		Lester Aoki	1	0	1
			0	0	0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro A Desktop Support	Adam Staks	6	0	6
			0	0	0
		Eric Sedgwick	1	0	1
			0	0	0

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Human Services

			Low	Medium	FCR Total
Human Services	Metro A Desktop Support	Mike Beynon	21 0	0 0	21 0
		Assigned to Individual Total	28 0	0 0	28 0
	Metro A Help Desk	Ed Conrad	7 6	0 0	7 6
		Edward Fortner	1 1	0 0	1 1
		Liz Evans	5 5	0 0	5 5
		Assigned to Individual Total	13 12	0 0	13 12
	Metro A Hosting	Keith Scholl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Desktop Support	Annice Valdez	68 5	0 0	68 5
		Anthony Booyse	11 1	0 0	11 1
		Austin Farey	13 1	0 0	13 1
		Bill Crowther	4 1	0 0	4 1
		Cindy Reed	10 0	0 0	10 0
		Jay Locker	20 0	0 0	20 0

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Human Services

			Low	Medium	FCR Total
Human Services	Metro B Desktop Support	Mike Wilde	23 2	0 0	23 2
		Peter Musser	18 4	0 0	18 4
		Sean Chadbourne	13 0	0 0	13 0
		Stephanie Young	3 0	0 0	3 0
		Tyler Pearce	7 3	0 0	7 3
		Assigned to Individual Total	190 17	0 0	190 17
	Metro B Help Desk	Gary Graham	176 143	0 0	176 143
		Todd Manning	319 268	0 0	319 268
		Val Shepherd	452 332	0 0	452 332
		Assigned to Individual Total	947 743	0 0	947 743
	Metro B Hosting	James Gramse	2 1	0 0	2 1
		Justin Rasmussen	1 0	0 0	1 0
		Ken Bolkcom	1 0	0 0	1 0
		Paul Engbersen	1 0	0 0	1 0

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Human Services

			Low	Medium	FCR Total
Human Services	Metro B Hosting	Paul Seager	1 0	0 0	1 0
		Assigned to Individual Total	6 1	0 0	6 1
	Metro C Desktop Support	Benjamin Moore	1 0	0 0	1 0
		Ken Knobel	2 0	0 0	2 0
		Tammy Black	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Reed Stohel	106 106	1 1	107 107
		Ross Owen	43 42	0 0	43 42
		Assigned to Individual Total	150 148	1 1	151 149
	Metro D Help Desk	Doug Brown	2 2	0 0	2 2
		Assigned to Individual Total	2 2	0 0	2 2
	Network Operations	Dave Bodily	0 0	1 0	1 0
		Jared Elzinga	1 0	0 0	1 0

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Human Services

			Low	Medium	FCR Total
Human Services	Network Operations	Jeff Reed	1	0	1
			1	0	1
		Michael Ostrander	2	0	2
			0	0	0
	Assigned to Individual Total		4	1	5
			1	0	1
	Operations Production Control	Cal Brinton	9	0	9
			9	0	9
		Christie Burnham	7	0	7
			7	0	7
		Duane Hardy	12	0	12
			6	0	6
		Lester Aoki	2	0	2
			0	0	0
	Assigned to Individual Total		30	0	30
			22	0	22
	ORS Adobe Support	Justin Rasmussen	6	0	6
			0	0	0
	Assigned to Individual Total		6	0	6
			0	0	0
	ORS Content Manager	Dan Barrett	7	0	7
			0	0	0
		Les Roberts	1	0	1
			0	0	0
		Pam Lee	2	0	2
			0	0	0
	Assigned to Individual Total		10	0	10
			0	0	0

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Human Services

			Low	Medium	FCR Total
Human Services	Rural Central Desktop Support	Gerald Adams	36 2	0 0	36 2
		Jay Barfuss	8 7	0 0	8 7
		Jeremy Standifird	9 1	0 0	9 1
		Jessica Purcell	21 17	0 0	21 17
		John Donaldson	12 1	0 0	12 1
		Paul Petersen	30 5	0 0	30 5
		Robert Case	59 9	0 0	59 9
		Rod Montoya	2 2	0 0	2 2
		Ron LeBaron	9 3	0 0	9 3
		Todd Hardy	8 8	0 0	8 8
		Troy Morris	29 3	0 0	29 3
		Assigned to Individual Total	223 58	0 0	223 58
	Rural North Desktop Support	Dane Smith	6 0	0 0	6 0
		Kim Ratushniak	7 7	0 0	7 7

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Human Services

			Low	Medium	FCR Total
Human Services	Rural North Desktop Support	Lori Hartzell	17 6	0 0	17 6
		Neil Smedley	5 0	0 0	5 0
		Rodney Peterson	9 5	0 0	9 5
		Ruston McKay	69 69	0 0	69 69
		Ryan Casey	11 2	0 0	11 2
		Wayne Higgs	8 0	0 0	8 0
		Assigned to Individual Total	132 89	0 0	132 89
	Rural South Desktop Support	Cheri Oldham	5 1	0 0	5 1
		Doug Chaston	1 0	0 0	1 0
		Doug Thornton	10 1	0 0	10 1
		Lance Nay	10 9	0 0	10 9
		Lane Adams	8 0	0 0	8 0
		Ryan Bennett	3 0	0 0	3 0
		Scott Jesienouski	5 0	0 0	5 0

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Human Services

			Low	Medium	FCR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	42	0	42
			11	0	11
	Salt Lake Data Center Operations	Gerard Russell	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Strategic Communications	Dennis Rogers	1	0	1
			0	0	0
		Luis Larios	1	0	1
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	6	0	6
			6	0	6
		Assigned to Individual Total	6	0	6
			6	0	6
	Voice Operations	Gail Christiansen	6	0	6
			0	0	0
		James Gifford	1	0	1
			0	0	0
		Kelly Johnson	3	0	3
			0	0	0
			30	0	30
		Romanza Hamblin Sorensen	16	0	16
			40	0	40
		Assigned to Individual Total	16	0	16
	Voice/Data/WAN Services	Art Scott	4	0	4
			0	0	0

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Human Services

			Low	Medium	FCR Total
Human Services	Voice/Data/WAN Services	Greg Blessing	1 0	0 0	1 0
		Mark Thomas	1 0	0 0	1 0
		Spencer Blodgett	2 0	0 0	2 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	9 0	0 0	9 0
	Assigned Group Total		2,058 1,278	2 1	2,060 1,279
Customer Company Total			2,058 1,278	2 1	2,060 1,279

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Human Services

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			Low	Medium	MIR Total
Human Services	Application Services	Bart Purser	2 1	0 0	2 1
		Danielle Hood	7 2	0 0	7 2
		Dustin Crump	17 2	0 0	17 2
		Martin Gonzalez	4 0	0 0	4 0
		Tony Larsen	5 0	0 0	5 0
		Assigned to Individual Total	35 5	0 0	35 5
	Application Support	Tim Corless	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Application Support - USIIS	JC Alexander	1 1	0 0	1 1
		Assigned to Individual Total	1 1	0 0	1 1
	Billing	Sara Brown	1 1	0 0	1 1

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Human Services

			Low	Medium	MIR Total
Human Services	Billing	Assigned to Individual Total	1	0	1
			1	0	1
	Campus Networking	Robert Ryan	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Capitol Hosting	Dale Hicks	2	0	2
			0	0	0
		Mike Tyrrell	1	0	1
			1	0	1
		Assigned to Individual Total	3	0	3
			1	0	1
	Database Services	Ted Misiak	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Enterprise Security	Bart Grant	1	0	1
			1	0	1
		Garry Gregson	1	0	1
			0	0	0
		Jed Johnson	1	0	1
			1	0	1
		Assigned to Individual Total	3	0	3
			2	0	2
	Fleet Administration	Amanda Ronan	2	0	2
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0

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Human Services

			Low	Medium	MIR Total
Human Services	Help Desk	Brenda Treadway	43 0	0 0	43 0
		Eileen Dubach	15 0	0 0	15 0
		James Stearns	25 0	0 0	25 0
		Julie VanBeekum	29 0	0 0	29 0
		Sarah Johnson	7 0	0 0	7 0
		Vicky Marrelli	41 0	0 0	41 0
		Assigned to Individual Total	160 0	0 0	160 0
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Mainframe Systems Support	Greg Shoop	2 0	0 0	2 0
		Lester Aoki	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro A Desktop Support	Adam Staks	6 0	0 0	6 0
		Eric Sedgwick	1 0	0 0	1 0

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Human Services

			Low	Medium	MIR Total
Human Services	Metro A Desktop Support	Mike Beynon	21 0	0 0	21 0
		Assigned to Individual Total	28 0	0 0	28 0
	Metro A Help Desk	Ed Conrad	7 0	0 0	7 0
		Edward Fortner	1 0	0 0	1 0
		Liz Evans	5 0	0 0	5 0
		Assigned to Individual Total	13 0	0 0	13 0
	Metro A Hosting	Keith Scholl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Desktop Support	Annice Valdez	68 0	0 0	68 0
		Anthony Booyse	11 0	0 0	11 0
		Austin Farey	13 0	0 0	13 0
		Bill Crowther	4 0	0 0	4 0
		Cindy Reed	10 0	0 0	10 0
		Jay Locker	20 0	0 0	20 0

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Human Services

			Low	Medium	MIR Total
Human Services	Metro B Desktop Support	Mike Wilde	23 0	0 0	23 0
		Peter Musser	18 0	0 0	18 0
		Sean Chadbourne	13 0	0 0	13 0
		Stephanie Young	3 0	0 0	3 0
		Tyler Pearce	7 0	0 0	7 0
		Assigned to Individual Total	190 0	0 0	190 0
	Metro B Help Desk	Gary Graham	176 3	0 0	176 3
		Todd Manning	319 0	0 0	319 0
		Val Shepherd	452 7	0 0	452 7
		Assigned to Individual Total	947 10	0 0	947 10
	Metro B Hosting	James Gramse	2 0	0 0	2 0
		Justin Rasmussen	1 0	0 0	1 0
		Ken Bolkcom	1 0	0 0	1 0
		Paul Engberson	1 0	0 0	1 0

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Human Services

			Low	Medium	MIR Total
Human Services	Metro B Hosting	Paul Seager	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro C Desktop Support	Benjamin Moore	1 0	0 0	1 0
		Ken Knobel	2 0	0 0	2 0
		Tammy Black	1 0	0 0	1 0
		Assigned to Individual Total	4 0	0 0	4 0
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Reed Stohel	106 0	1 0	107 0
		Ross Owen	43 0	0 0	43 0
		Assigned to Individual Total	150 0	1 0	151 0
	Metro D Help Desk	Doug Brown	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Network Operations	Dave Bodily	0 0	1 0	1 0
		Jared Elzinga	1 0	0 0	1 0

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Human Services

			Low	Medium	MIR Total
Human Services	Network Operations	Jeff Reed	1 0	0 0	1 0
		Michael Ostrander	2 0	0 0	2 0
		Assigned to Individual Total	4 0	1 0	5 0
	Operations Production Control	Cal Brinton	9 0	0 0	9 0
		Christie Burnham	7 0	0 0	7 0
		Duane Hardy	12 0	0 0	12 0
		Lester Aoki	2 0	0 0	2 0
		Assigned to Individual Total	30 0	0 0	30 0
	ORS Adobe Support	Justin Rasmussen	6 0	0 0	6 0
		Assigned to Individual Total	6 0	0 0	6 0
	ORS Content Manager	Dan Barrett	7 5	0 0	7 5
		Les Roberts	1 0	0 0	1 0
		Pam Lee	2 0	0 0	2 0
		Assigned to Individual Total	10 5	0 0	10 5

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Human Services

			Low	Medium	MIR Total
Human Services	Rural Central Desktop Support	Gerald Adams	36 0	0 0	36 0
		Jay Barfuss	8 0	0 0	8 0
		Jeremy Standifird	9 0	0 0	9 0
		Jessica Purcell	21 0	0 0	21 0
		John Donaldson	12 1	0 0	12 1
		Paul Petersen	30 2	0 0	30 2
		Robert Case	59 14	0 0	59 14
		Rod Montoya	2 0	0 0	2 0
		Ron LeBaron	9 2	0 0	9 2
		Todd Hardy	8 0	0 0	8 0
		Troy Morris	29 2	0 0	29 2
		Assigned to Individual Total	223 21	0 0	223 21
	Rural North Desktop Support	Dane Smith	6 1	0 0	6 1
		Kim Ratuszniak	7 0	0 0	7 0

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Human Services

			Low	Medium	MIR Total
Human Services	Rural North Desktop Support	Lori Hartzell	17 2	0 0	17 2
		Neil Smedley	5 1	0 0	5 1
		Rodney Peterson	9 1	0 0	9 1
		Ruston McKay	69 2	0 0	69 2
		Ryan Casey	11 2	0 0	11 2
		Wayne Higgs	8 0	0 0	8 0
		Assigned to Individual Total	132 9	0 0	132 9
	Rural South Desktop Support	Cheri Oldham	5 0	0 0	5 0
		Doug Chaston	1 0	0 0	1 0
		Doug Thornton	10 3	0 0	10 3
		Lance Nay	10 1	0 0	10 1
		Lane Adams	8 1	0 0	8 1
		Ryan Bennett	3 0	0 0	3 0
		Scott Jesienouski	5 0	0 0	5 0

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Human Services

			Low	Medium	MIR Total
Human Services	Rural South Desktop Support	Assigned to Individual	42	0	42
		Total	5	0	5
	Salt Lake Data Center Operations	Gerard Russell	1	0	1
			0	0	0
		Assigned to Individual	1	0	1
		Total	0	0	0
	Strategic Communications	Dennis Rogers	1	0	1
			0	0	0
		Luis Larios	1	0	1
			0	0	0
		Assigned to Individual	2	0	2
		Total	0	0	0
	Technical Lead/Project Manager	Martin Gonzalez	6	0	6
			0	0	0
		Assigned to Individual	6	0	6
		Total	0	0	0
	Voice Operations	Gail Christiansen	6	0	6
			0	0	0
		James Gifford	1	0	1
			0	0	0
		Kelly Johnson	3	0	3
			0	0	0
	Voice/Data/WAN Services	Romanza Hamblin Sorensen	30	0	30
			0	0	0
		Assigned to Individual	40	0	40
		Total	0	0	0
		Art Scott	4	0	4
			0	0	0

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Human Services

			Low	Medium	MIR Total
Human Services	Voice/Data/WAN Services	Greg Blessing	1 0	0 0	1 0
		Mark Thomas	1 0	0 0	1 0
		Spencer Blodgett	2 0	0 0	2 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	9 0	0 0	9 0
	Assigned Group Total		2,058 61	2 0	2,060 61
Customer Company Total			2,058 61	2 0	2,060 61

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Human Services

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			Low	Medium	ATTIR Total
Human Services	Application Services	Bart Purser	2 9.49	0 0.00	2 9.49
		Danielle Hood	7 1.27	0 0.00	7 1.27
		Dustin Crump	17 0.42	0 0.00	17 0.42
		Martin Gonzalez	4 0.28	0 0.00	4 0.28
		Tony Larsen	5 0.45	0 0.00	5 0.45
		Assigned to Individual Total	35 1.09	0 0.00	35 1.09
	Application Support	Tim Corless	1 1.82	0 0.00	1 1.82
		Assigned to Individual Total	1 1.82	0 0.00	1 1.82
	Application Support - USIIS	JC Alexander	1 5.86	0 0.00	1 5.86
		Assigned to Individual Total	1 5.86	0 0.00	1 5.86
	Billing	Sara Brown	1 1.71	0 0.00	1 1.71

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Human Services

			Low	Medium	ATTIR Total
Human Services	Billing	Assigned to Individual	1	0	1
		Total	1.71	0.00	1.71
	Campus Networking	Robert Ryan	1	0	1
			0.68	0.00	0.68
		Assigned to Individual	1	0	1
		Total	0.68	0.00	0.68
	Capitol Hosting	Dale Hicks	2	0	2
			0.21	0.00	0.21
		Mike Tyrrell	1	0	1
			6.13	0.00	6.13
		Assigned to Individual	3	0	3
		Total	2.18	0.00	2.18
	Database Services	Ted Misiak	1	0	1
			0.79	0.00	0.79
		Assigned to Individual	1	0	1
		Total	0.79	0.00	0.79
	Enterprise Security	Bart Grant	1	0	1
			3.76	0.00	3.76
		Garry Gregson	1	0	1
			0.14	0.00	0.14
		Jed Johnson	1	0	1
			1.30	0.00	1.30
		Assigned to Individual	3	0	3
		Total	1.73	0.00	1.73
	Fleet Administration	Amanda Ronan	2	0	2
			0.46	0.00	0.46
		Assigned to Individual	2	0	2
		Total	0.46	0.00	0.46

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Human Services

			Low	Medium	ATTIR Total
Human Services	Help Desk	Brenda Treadway	43 0.02	0 0.00	43 0.02
		Eileen Dubach	15 0.04	0 0.00	15 0.04
		James Stearns	25 0.08	0 0.00	25 0.08
		Julie VanBeekum	29 0.02	0 0.00	29 0.02
		Sarah Johnson	7 0.15	0 0.00	7 0.15
		Vicky Marrelli	41 0.04	0 0.00	41 0.04
		Assigned to Individual Total	160 0.04	0 0.00	160 0.04
	Internal Application Development and Support	Beth Hendricks	1 0.25	0 0.00	1 0.25
		Assigned to Individual Total	1 0.25	0 0.00	1 0.25
	Mainframe Systems Support	Greg Shoop	2 0.26	0 0.00	2 0.26
		Lester Aoki	1 0.58	0 0.00	1 0.58
		Assigned to Individual Total	3 0.36	0 0.00	3 0.36
	Metro A Desktop Support	Adam Staks	6 0.21	0 0.00	6 0.21
		Eric Sedgwick	1 0.00	0 0.00	1 0.00

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Human Services

			Low	Medium	ATTIR Total
Human Services	Metro A Desktop Support	Mike Beynon	21 0.22	0 0.00	21 0.22
		Assigned to Individual Total	28 0.21	0 0.00	28 0.21
	Metro A Help Desk	Ed Conrad	7 0.00	0 0.00	7 0.00
		Edward Fortner	1 0.07	0 0.00	1 0.07
		Liz Evans	5 0.00	0 0.00	5 0.00
		Assigned to Individual Total	13 0.01	0 0.00	13 0.01
	Metro A Hosting	Keith Scholl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Annice Valdez	68 0.20	0 0.00	68 0.20
		Anthony Booyse	11 0.15	0 0.00	11 0.15
		Austin Farey	13 0.24	0 0.00	13 0.24
		Bill Crowther	4 0.22	0 0.00	4 0.22
		Cindy Reed	10 0.17	0 0.00	10 0.17
		Jay Locker	20 0.22	0 0.00	20 0.22

Enterprise Incident Report October 2012

As of 11/1/2012

Human Services

			Low	Medium	ATTIR Total
Human Services	Metro B Desktop Support	Mike Wilde	23 0.32	0 0.00	23 0.32
		Peter Musser	18 0.21	0 0.00	18 0.21
		Sean Chadbourne	13 0.30	0 0.00	13 0.30
		Stephanie Young	3 0.24	0 0.00	3 0.24
		Tyler Pearce	7 0.15	0 0.00	7 0.15
		Assigned to Individual Total	190 0.22	0 0.00	190 0.22
	Metro B Help Desk	Gary Graham	176 0.06	0 0.00	176 0.06
		Todd Manning	319 0.03	0 0.00	319 0.03
		Val Shepherd	452 0.11	0 0.00	452 0.11
		Assigned to Individual Total	947 0.07	0 0.00	947 0.07
	Metro B Hosting	James Gramse	2 0.57	0 0.00	2 0.57
		Justin Rasmussen	1 0.23	0 0.00	1 0.23
		Ken Bolkcom	1 0.39	0 0.00	1 0.39
		Paul Engberson	1 0.11	0 0.00	1 0.11

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Human Services

			Low	Medium	ATTIR Total
Human Services	Metro B Hosting	Paul Seager	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	6 0.31	0 0.00	6 0.31
	Metro C Desktop Support	Benjamin Moore	1 0.00	0 0.00	1 0.00
		Ken Knobel	2 0.25	0 0.00	2 0.25
		Tammy Black	1 0.11	0 0.00	1 0.11
		Assigned to Individual Total	4 0.15	0 0.00	4 0.15
	Metro C Help Desk	Chris Olson	1 0.67	0 0.00	1 0.67
		Reed Stohel	106 0.00	1 0.00	107 0.00
		Ross Owen	43 0.00	0 0.00	43 0.00
		Assigned to Individual Total	150 0.00	1 0.00	151 0.00
	Metro D Help Desk	Doug Brown	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Network Operations	Dave Bodily	0 0.00	1 0.84	1 0.84
		Jared Elzinga	1 0.49	0 0.00	1 0.49

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Human Services

			Low	Medium	ATTIR Total
Human Services	Network Operations	Jeff Reed	1 0.26	0 0.00	1 0.26
		Michael Ostrander	2 0.11	0 0.00	2 0.11
		Assigned to Individual Total	4 0.24	1 0.84	5 0.36
	Operations Production Control	Cal Brinton	9 0.00	0 0.00	9 0.00
		Christie Burnham	7 0.00	0 0.00	7 0.00
		Duane Hardy	12 0.13	0 0.00	12 0.13
		Lester Aoki	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	30 0.05	0 0.00	30 0.05
	ORS Adobe Support	Justin Rasmussen	6 0.35	0 0.00	6 0.35
		Assigned to Individual Total	6 0.35	0 0.00	6 0.35
	ORS Content Manager	Dan Barrett	7 6.52	0 0.00	7 6.52
		Les Roberts	1 0.62	0 0.00	1 0.62
		Pam Lee	2 0.52	0 0.00	2 0.52
		Assigned to Individual Total	10 4.73	0 0.00	10 4.73

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As of 11/1/2012

Human Services

			Low	Medium	ATTIR Total
Human Services	Rural Central Desktop Support	Gerald Adams	36 0.00	0 0.00	36 0.00
		Jay Barfuss	8 0.03	0 0.00	8 0.03
		Jeremy Standifird	9 0.02	0 0.00	9 0.02
		Jessica Purcell	21 0.01	0 0.00	21 0.01
		John Donaldson	12 0.34	0 0.00	12 0.34
		Paul Petersen	30 0.18	0 0.00	30 0.18
		Robert Case	59 0.58	0 0.00	59 0.58
		Rod Montoya	2 0.00	0 0.00	2 0.00
		Ron LeBaron	9 0.65	0 0.00	9 0.65
		Todd Hardy	8 0.00	0 0.00	8 0.00
		Troy Morris	29 0.34	0 0.00	29 0.34
		Assigned to Individual Total	223 0.27	0 0.00	223 0.27
	Rural North Desktop Support	Dane Smith	6 0.55	0 0.00	6 0.55
		Kim Ratushniak	7 0.02	0 0.00	7 0.02

Enterprise Incident Report October 2012

As of 11/1/2012

Human Services

			Low	Medium	ATTIR Total
Human Services	Rural North Desktop Support	Lori Hartzell	17 0.33	0 0.00	17 0.33
		Neil Smedley	5 0.46	0 0.00	5 0.46
		Rodney Peterson	9 0.21	0 0.00	9 0.21
		Ruston McKay	69 0.10	0 0.00	69 0.10
		Ryan Casey	11 0.89	0 0.00	11 0.89
		Wayne Higgs	8 0.05	0 0.00	8 0.05
		Assigned to Individual Total	132 0.23	0 0.00	132 0.23
	Rural South Desktop Support	Cheri Oldham	5 0.21	0 0.00	5 0.21
		Doug Chaston	1 0.44	0 0.00	1 0.44
		Doug Thornton	10 0.91	0 0.00	10 0.91
		Lance Nay	10 0.11	0 0.00	10 0.11
		Lane Adams	8 0.17	0 0.00	8 0.17
		Ryan Bennett	3 0.18	0 0.00	3 0.18
		Scott Jesienouski	5 0.28	0 0.00	5 0.28

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As of 11/1/2012

Human Services

			Low	Medium	ATTIR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	42 0.36	0 0.00	42 0.36
	Salt Lake Data Center Operations	Gerard Russell	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	1 0.10	0 0.00	1 0.10
		Luis Larios	1 0.27	0 0.00	1 0.27
		Assigned to Individual Total	2 0.19	0 0.00	2 0.19
	Technical Lead/Project Manager	Martin Gonzalez	6 0.25	0 0.00	6 0.25
		Assigned to Individual Total	6 0.25	0 0.00	6 0.25
	Voice Operations	Gail Christiansen	6 0.16	0 0.00	6 0.16
		James Gifford	1 0.39	0 0.00	1 0.39
		Kelly Johnson	3 0.24	0 0.00	3 0.24
		Romanza Hamblin Sorensen	30 0.21	0 0.00	30 0.21
		Assigned to Individual Total	40 0.21	0 0.00	40 0.21
	Voice/Data/WAN Services	Art Scott	4 0.20	0 0.00	4 0.20

Enterprise Incident Report October 2012

As of 11/1/2012

Human Services

			Low	Medium	ATTIR Total
Human Services	Voice/Data/WAN Services	Greg Blessing	1 0.22	0 0.00	1 0.22
		Mark Thomas	1 0.57	0 0.00	1 0.57
		Spencer Blodgett	2 0.26	0 0.00	2 0.26
		T Artis	1 0.20	0 0.00	1 0.20
		Assigned to Individual Total	9 0.25	0 0.00	9 0.25
	Assigned Group Total		2,058 0.18	2 0.42	2,060 0.18
Customer Company Total			2,058 0.18	2 0.42	2,060 0.18

Enterprise Incident Report October 2012

As of 11/1/2012

Human Services

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			Low	Medium	MR Total
Human Services	Application Services	Bart Purser	2	0	2
			2	0	2
		Danielle Hood	7	0	7
			2	0	2
		Dustin Crump	17	0	17
			0	0	0
		Martin Gonzalez	4	0	4
			0	0	0
		Tony Larsen	5	0	5
			0	0	0
		Assigned to Individual Total	35	0	35
			4	0	4
	Application Support	Tim Corless	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Application Support - USIIS	JC Alexander	1	0	1
			1	0	1
		Assigned to Individual Total	1	0	1
			1	0	1
	Billing	Sara Brown	1	0	1
			1	0	1

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Human Services

			Low	Medium	MR Total
Human Services	Billing	Assigned to Individual Total	1	0	1
			1	0	1
	Campus Networking	Robert Ryan	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Capitol Hosting	Dale Hicks	2	0	2
			0	0	0
		Mike Tyrrell	1	0	1
			1	0	1
		Assigned to Individual Total	3	0	3
			1	0	1
	Database Services	Ted Misiak	1	0	1
			0	0	0
		Assigned to Individual Total	1	0	1
			0	0	0
	Enterprise Security	Bart Grant	1	0	1
			1	0	1
		Garry Gregson	1	0	1
			0	0	0
		Jed Johnson	1	0	1
			0	0	0
		Assigned to Individual Total	3	0	3
			1	0	1
	Fleet Administration	Amanda Ronan	2	0	2
			0	0	0
		Assigned to Individual Total	2	0	2
			0	0	0

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Human Services

			Low	Medium	MR Total
Human Services	Help Desk	Brenda Treadway	43 0	0 0	43 0
		Eileen Dubach	15 0	0 0	15 0
		James Stearns	25 0	0 0	25 0
		Julie VanBeekum	29 0	0 0	29 0
		Sarah Johnson	7 0	0 0	7 0
		Vicky Marrelli	41 0	0 0	41 0
		Assigned to Individual Total	160 0	0 0	160 0
	Internal Application Development and Support	Beth Hendricks	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Mainframe Systems Support	Greg Shoop	2 0	0 0	2 0
		Lester Aoki	1 0	0 0	1 0
		Assigned to Individual Total	3 0	0 0	3 0
	Metro A Desktop Support	Adam Staks	6 0	0 0	6 0
		Eric Sedgwick	1 0	0 0	1 0

Enterprise Incident Report October 2012

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Human Services

			Low	Medium	MR Total
Human Services	Metro A Desktop Support	Mike Beynon	21 0	0 0	21 0
		Assigned to Individual Total	28 0	0 0	28 0
	Metro A Help Desk	Ed Conrad	7 0	0 0	7 0
		Edward Fortner	1 0	0 0	1 0
		Liz Evans	5 0	0 0	5 0
		Assigned to Individual Total	13 0	0 0	13 0
	Metro A Hosting	Keith Scholl	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Metro B Desktop Support	Annice Valdez	68 2	0 0	68 2
		Anthony Booyse	11 0	0 0	11 0
		Austin Farey	13 0	0 0	13 0
		Bill Crowther	4 0	0 0	4 0
		Cindy Reed	10 0	0 0	10 0
		Jay Locker	20 0	0 0	20 0

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Human Services

			Low	Medium	MR Total
Human Services	Metro B Desktop Support	Mike Wilde	23 0	0 0	23 0
		Peter Musser	18 0	0 0	18 0
		Sean Chadbourne	13 0	0 0	13 0
		Stephanie Young	3 0	0 0	3 0
		Tyler Pearce	7 0	0 0	7 0
		Assigned to Individual Total	190 2	0 0	190 2
	Metro B Help Desk	Gary Graham	176 0	0 0	176 0
		Todd Manning	319 0	0 0	319 0
		Val Shepherd	452 1	0 0	452 1
		Assigned to Individual Total	947 1	0 0	947 1
	Metro B Hosting	James Gramse	2 0	0 0	2 0
		Justin Rasmussen	1 0	0 0	1 0
		Ken Bolkcom	1 0	0 0	1 0
		Paul Engberson	1 0	0 0	1 0

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Human Services

			Low	Medium	MR Total
Human Services	Metro B Hosting	Paul Seager	1 0	0 0	1 0
		Assigned to Individual Total	6 0	0 0	6 0
	Metro C Desktop Support	Benjamin Moore	1 0	0 0	1 0
		Ken Knobel	2 1	0 0	2 1
		Tammy Black	1 1	0 0	1 1
		Assigned to Individual Total	4 2	0 0	4 2
	Metro C Help Desk	Chris Olson	1 0	0 0	1 0
		Reed Stohel	106 0	1 0	107 0
		Ross Owen	43 0	0 0	43 0
		Assigned to Individual Total	150 0	1 0	151 0
	Metro D Help Desk	Doug Brown	2 0	0 0	2 0
		Assigned to Individual Total	2 0	0 0	2 0
	Network Operations	Dave Bodily	0 0	1 1	1 1
		Jared Elzinga	1 0	0 0	1 0

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Human Services

			Low	Medium	MR Total
Human Services	Network Operations	Jeff Reed	1 0	0 0	1 0
		Michael Ostrander	2 0	0 0	2 0
		Assigned to Individual Total	4 0	1 1	5 1
	Operations Production Control	Cal Brinton	9 0	0 0	9 0
		Christie Burnham	7 0	0 0	7 0
		Duane Hardy	12 0	0 0	12 0
		Lester Aoki	2 0	0 0	2 0
		Assigned to Individual Total	30 0	0 0	30 0
	ORS Adobe Support	Justin Rasmussen	6 0	0 0	6 0
		Assigned to Individual Total	6 0	0 0	6 0
	ORS Content Manager	Dan Barrett	7 2	0 0	7 2
		Les Roberts	1 0	0 0	1 0
		Pam Lee	2 0	0 0	2 0
		Assigned to Individual Total	10 2	0 0	10 2

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Human Services

			Low	Medium	MR Total
Human Services	Rural Central Desktop Support	Gerald Adams	36 0	0 0	36 0
		Jay Barfuss	8 0	0 0	8 0
		Jeremy Standifird	9 0	0 0	9 0
		Jessica Purcell	21 0	0 0	21 0
		John Donaldson	12 0	0 0	12 0
		Paul Petersen	30 1	0 0	30 1
		Robert Case	59 0	0 0	59 0
		Rod Montoya	2 0	0 0	2 0
		Ron LeBaron	9 0	0 0	9 0
		Todd Hardy	8 1	0 0	8 1
		Troy Morris	29 0	0 0	29 0
		Assigned to Individual Total	223 2	0 0	223 2
	Rural North Desktop Support	Dane Smith	6 0	0 0	6 0
		Kim Ratushniak	7 0	0 0	7 0

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Human Services

			Low	Medium	MR Total
Human Services	Rural North Desktop Support	Lori Hartzell	17 2	0 0	17 2
		Neil Smedley	5 1	0 0	5 1
		Rodney Peterson	9 0	0 0	9 0
		Ruston McKay	69 0	0 0	69 0
		Ryan Casey	11 1	0 0	11 1
		Wayne Higgs	8 0	0 0	8 0
		Assigned to Individual Total	132 4	0 0	132 4
	Rural South Desktop Support	Cheri Oldham	5 0	0 0	5 0
		Doug Chaston	1 0	0 0	1 0
		Doug Thornton	10 0	0 0	10 0
		Lance Nay	10 0	0 0	10 0
		Lane Adams	8 0	0 0	8 0
		Ryan Bennett	3 0	0 0	3 0
		Scott Jesienouski	5 0	0 0	5 0

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Human Services

			Low	Medium	MR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	42 0	0 0	42 0
	Salt Lake Data Center Operations	Gerard Russell	1 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	1 0
	Strategic Communications	Dennis Rogers	1 0	0 0	1 0
		Luis Larios	1 0	0 0	1 0
		Assigned to Individual Total	2 0	0 0	2 0
	Technical Lead/Project Manager	Martin Gonzalez	6 1	0 0	6 1
		Assigned to Individual Total	6 1	0 0	6 1
	Voice Operations	Gail Christiansen	6 0	0 0	6 0
		James Gifford	1 0	0 0	1 0
		Kelly Johnson	3 0	0 0	3 0
		Romanza Hamblin Sorensen	30 0	0 0	30 0
		Assigned to Individual Total	40 0	0 0	40 0
	Voice/Data/WAN Services	Art Scott	4 0	0 0	4 0

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Human Services

			Low	Medium	MR Total
Human Services	Voice/Data/WAN Services	Greg Blessing	1 0	0 0	1 0
		Mark Thomas	1 0	0 0	1 0
		Spencer Blodgett	2 0	0 0	2 0
		T Artis	1 0	0 0	1 0
		Assigned to Individual Total	9 0	0 0	9 0
	Assigned Group Total		2,058 23	2 1	2,060 24
Customer Company Total			2,058 23	2 1	2,060 24

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Human Services

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			Low	Medium	ATTR Total
Human Services	Application Services	Bart Purser	2 22.50	0 0.00	2 22.50
		Danielle Hood	7 4.72	0 0.00	7 4.72
		Dustin Crump	17 1.60	0 0.00	17 1.60
		Martin Gonzalez	4 1.90	0 0.00	4 1.90
		Tony Larsen	5 2.47	0 0.00	5 2.47
		Assigned to Individual Total	35 3.57	0 0.00	35 3.57
	Application Support	Tim Corless	1 6.03	0 0.00	1 6.03
		Assigned to Individual Total	1 6.03	0 0.00	1 6.03
	Application Support - USIIS	JC Alexander	1 170.01	0 0.00	1 170.01
		Assigned to Individual Total	1 170.01	0 0.00	1 170.01
	Billing	Sara Brown	1 423.53	0 0.00	1 423.53

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Human Services

			Low	Medium	ATTR Total
Human Services	Billing	Assigned to Individual	1	0	1
		Total	423.53	0.00	423.53
	Campus Networking	Robert Ryan	1	0	1
			2.15	0.00	2.15
		Assigned to Individual	1	0	1
		Total	2.15	0.00	2.15
	Capitol Hosting	Dale Hicks	2	0	2
			1.47	0.00	1.47
		Mike Tyrrell	1	0	1
			6.15	0.00	6.15
		Assigned to Individual	3	0	3
		Total	3.03	0.00	3.03
	Database Services	Ted Misiak	1	0	1
			0.79	0.00	0.79
		Assigned to Individual	1	0	1
		Total	0.79	0.00	0.79
	Enterprise Security	Bart Grant	1	0	1
			7.76	0.00	7.76
		Garry Gregson	1	0	1
			0.39	0.00	0.39
		Jed Johnson	1	0	1
			4.47	0.00	4.47
		Assigned to Individual	3	0	3
		Total	4.21	0.00	4.21
	Fleet Administration	Amanda Ronan	2	0	2
			0.47	0.00	0.47
		Assigned to Individual	2	0	2
		Total	0.47	0.00	0.47

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Human Services

			Low	Medium	ATTR Total
Human Services	Help Desk	Brenda Treadway	43 0.03	0 0.00	43 0.03
		Eileen Dubach	15 0.05	0 0.00	15 0.05
		James Stearns	25 0.08	0 0.00	25 0.08
		Julie VanBeekum	29 0.03	0 0.00	29 0.03
		Sarah Johnson	7 0.56	0 0.00	7 0.56
		Vicky Marrelli	41 0.12	0 0.00	41 0.12
		Assigned to Individual Total	160 0.09	0 0.00	160 0.09
	Internal Application Development and Support	Beth Hendricks	1 0.26	0 0.00	1 0.26
		Assigned to Individual Total	1 0.26	0 0.00	1 0.26
	Mainframe Systems Support	Greg Shoop	2 0.85	0 0.00	2 0.85
		Lester Aoki	1 4.21	0 0.00	1 4.21
		Assigned to Individual Total	3 1.97	0 0.00	3 1.97
	Metro A Desktop Support	Adam Staks	6 2.75	0 0.00	6 2.75
		Eric Sedgwick	1 0.00	0 0.00	1 0.00

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Human Services

			Low	Medium	ATTR Total
Human Services	Metro A Desktop Support	Mike Beynon	21 0.32	0 0.00	21 0.32
		Assigned to Individual Total	28 0.83	0 0.00	28 0.83
	Metro A Help Desk	Ed Conrad	7 0.18	0 0.00	7 0.18
		Edward Fortner	1 0.33	0 0.00	1 0.33
		Liz Evans	5 0.03	0 0.00	5 0.03
		Assigned to Individual Total	13 0.13	0 0.00	13 0.13
	Metro A Hosting	Keith Scholl	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Metro B Desktop Support	Annice Valdez	68 0.69	0 0.00	68 0.69
		Anthony Booyse	11 1.42	0 0.00	11 1.42
		Austin Farey	13 0.53	0 0.00	13 0.53
		Bill Crowther	4 1.03	0 0.00	4 1.03
		Cindy Reed	10 0.91	0 0.00	10 0.91
		Jay Locker	20 0.95	0 0.00	20 0.95

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As of 11/1/2012

Human Services

			Low	Medium	ATTR Total
Human Services	Metro B Desktop Support	Mike Wilde	23 0.95	0 0.00	23 0.95
		Peter Musser	18 0.69	0 0.00	18 0.69
		Sean Chadbourne	13 0.92	0 0.00	13 0.92
		Stephanie Young	3 1.59	0 0.00	3 1.59
		Tyler Pearce	7 0.24	0 0.00	7 0.24
		Assigned to Individual Total	190 0.81	0 0.00	190 0.81
	Metro B Help Desk	Gary Graham	176 0.19	0 0.00	176 0.19
		Todd Manning	319 0.08	0 0.00	319 0.08
		Val Shepherd	450 0.22	0 0.00	450 0.22
		Assigned to Individual Total	945 0.17	0 0.00	945 0.17
	Metro B Hosting	James Gramse	2 0.62	0 0.00	2 0.62
		Justin Rasmussen	1 0.38	0 0.00	1 0.38
		Ken Bolkcom	1 1.01	0 0.00	1 1.01
		Paul Engberson	1 0.42	0 0.00	1 0.42

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As of 11/1/2012

Human Services

			Low	Medium	ATTR Total
Human Services	Metro B Hosting	Paul Seager	1 0.04	0 0.00	1 0.04
		Assigned to Individual Total	6 0.52	0 0.00	6 0.52
	Metro C Desktop Support	Benjamin Moore	1 0.06	0 0.00	1 0.06
		Ken Knobel	2 3.67	0 0.00	2 3.67
		Tammy Black	1 19.91	0 0.00	1 19.91
		Assigned to Individual Total	4 6.82	0 0.00	4 6.82
	Metro C Help Desk	Chris Olson	1 0.70	0 0.00	1 0.70
		Reed Stohel	106 0.00	1 0.00	107 0.00
		Ross Owen	43 0.04	0 0.00	43 0.04
		Assigned to Individual Total	150 0.02	1 0.00	151 0.02
	Metro D Help Desk	Doug Brown	2 0.00	0 0.00	2 0.00
		Assigned to Individual Total	2 0.00	0 0.00	2 0.00
	Network Operations	Dave Bodily	0 0.00	1 4.11	1 4.11
		Jared Elzinga	1 0.54	0 0.00	1 0.54

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Human Services

			Low	Medium	ATTR Total
Human Services	Network Operations	Jeff Reed	1 0.26	0 0.00	1 0.26
		Michael Ostrander	2 3.51	0 0.00	2 3.51
		Assigned to Individual Total	4 1.95	1 4.11	5 2.39
	Operations Production Control	Cal Brinton	9 0.00	0 0.00	9 0.00
		Christie Burnham	7 0.00	0 0.00	7 0.00
		Duane Hardy	12 0.42	0 0.00	12 0.42
		Lester Aoki	2	0 0.00	2
		Assigned to Individual Total	30 0.18	0 0.00	30 0.18
	ORS Adobe Support	Justin Rasmussen	6 0.88	0 0.00	6 0.88
		Assigned to Individual Total	6 0.88	0 0.00	6 0.88
	ORS Content Manager	Dan Barrett	7 7.61	0 0.00	7 7.61
		Les Roberts	1 0.62	0 0.00	1 0.62
		Pam Lee	2 0.52	0 0.00	2 0.52
		Assigned to Individual Total	10 5.25	0 0.00	10 5.25

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Human Services

			Low	Medium	ATTR Total
Human Services	Rural Central Desktop Support	Gerald Adams	36 0.12	0 0.00	36 0.12
		Jay Barfuss	8 0.10	0 0.00	8 0.10
		Jeremy Standifird	9 1.20	0 0.00	9 1.20
		Jessica Purcell	21 0.09	0 0.00	21 0.09
		John Donaldson	12 1.25	0 0.00	12 1.25
		Paul Petersen	29 2.19	0 0.00	29 2.19
		Robert Case	59 0.86	0 0.00	59 0.86
		Rod Montoya	2 0.13	0 0.00	2 0.13
		Ron LeBaron	9 1.08	0 0.00	9 1.08
		Todd Hardy	8 2.66	0 0.00	8 2.66
		Troy Morris	29 0.89	0 0.00	29 0.89
		Assigned to Individual Total	222 0.94	0 0.00	222 0.94
	Rural North Desktop Support	Dane Smith	6 0.59	0 0.00	6 0.59
		Kim Ratuszniak	7 0.07	0 0.00	7 0.07

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Human Services

			Low	Medium	ATTR Total
Human Services	Rural North Desktop Support	Lori Hartzell	17 2.47	0 0.00	17 2.47
		Neil Smedley	5 2.03	0 0.00	5 2.03
		Rodney Peterson	9 0.27	0 0.00	9 0.27
		Ruston McKay	69 0.30	0 0.00	69 0.30
		Ryan Casey	11 1.32	0 0.00	11 1.32
		Wayne Higgs	8 0.18	0 0.00	8 0.18
		Assigned to Individual Total	132 0.65	0 0.00	132 0.65
	Rural South Desktop Support	Cheri Oldham	5 0.36	0 0.00	5 0.36
		Doug Chaston	1 0.44	0 0.00	1 0.44
		Doug Thornton	10 0.94	0 0.00	10 0.94
		Lance Nay	10 0.11	0 0.00	10 0.11
		Lane Adams	8 0.18	0 0.00	8 0.18
		Ryan Bennett	3 0.93	0 0.00	3 0.93
		Scott Jesienouski	5 0.28	0 0.00	5 0.28

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Human Services

			Low	Medium	ATTR Total
Human Services	Rural South Desktop Support	Assigned to Individual Total	42 0.44	0 0.00	42 0.44
	Salt Lake Data Center Operations	Gerard Russell	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	1 0.00	0 0.00	1 0.00
	Strategic Communications	Dennis Rogers	1 3.93	0 0.00	1 3.93
		Luis Larios	1 4.93	0 0.00	1 4.93
		Assigned to Individual Total	2 4.43	0 0.00	2 4.43
	Technical Lead/Project Manager	Martin Gonzalez	6 4.01	0 0.00	6 4.01
		Assigned to Individual Total	6 4.01	0 0.00	6 4.01
	Voice Operations	Gail Christiansen	6 1.66	0 0.00	6 1.66
		James Gifford	1 1.33	0 0.00	1 1.33
		Kelly Johnson	3 0.69	0 0.00	3 0.69
		Romanza Hamblin Sorensen	30 0.83	0 0.00	30 0.83
		Assigned to Individual Total	40 0.96	0 0.00	40 0.96
	Voice/Data/WAN Services	Art Scott	4 1.01	0 0.00	4 1.01

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Human Services

			Low	Medium	ATTR Total
Human Services	Voice/Data/WAN Services	Greg Blessing	1 0.22	0 0.00	1 0.22
		Mark Thomas	1 0.57	0 0.00	1 0.57
		Spencer Blodgett	2 0.72	0 0.00	2 0.72
		T Artis	1 0.61	0 0.00	1 0.61
		Assigned to Individual Total	9 0.76	0 0.00	9 0.76
	Assigned Group Total		2,055 0.79	2 2.06	2,057 0.79
Customer Company Total			2,055 0.79	2 2.06	2,057 0.79

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Human Services

Detail

INC000000556261	Kathryn Gerbich Rural North Desktop Support	None Lori Hartzell	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000559340	Steve Hillabrant Billing	Billing Sara Brown	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	1.71 423.53
INC000000571134	Stephanie Rentmeister Rural North Desktop Support	PC/Laptop Rodney Peterson	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.66 0.66
INC000000571758	Dawnmarie Loomis Rural North Desktop Support	PC/Laptop Lori Hartzell	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.16 7.42
INC000000574097	Sherrie Chynoweth Application Services	Application Martin Gonzalez	Reporting Human Services	Novell Messenger Low	Resolved	TIR Missed: No TTR Missed: No	0.46 5.70
INC000000576640	Trent Holliday Rural South Desktop Support	PC/Laptop Cheri Oldham	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577436	Kimball Krantz Application Services	None Bart Purser	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 26.02
INC000000577453	Heidi Bergin Technical Lead/Project Manager	Application Martin Gonzalez	Error Human Services	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.42 5.70
INC000000577468	Charmaine Bertrand Rural North Desktop Support	Wireless Connectivity Lori Hartzell	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000579028	Kimball Krantz Application Services	None Bart Purser	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: Yes	18.97 18.97
INC000000579786	Merilee Wendell Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 6.87
INC000000580621	Pauletta Worthen Enterprise Security	Application Bart Grant	Error Human Services	M86 Low	Closed	TIR Missed: Yes TTR Missed: Yes	3.76 7.76
INC000000581687	Keith Brown Mainframe Systems Support	Print/Copy/Scan/Fax Greg Shoop	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.36 1.55
INC000000581760	Denys Fedotov Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.42
INC000000581770	Amelia Brewster Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00
INC000000581935	Connie Eng Rural North Desktop Support	Application Lori Hartzell	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.00 8.66

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Human Services

INC000000582070	Dorie Farah	PC/Laptop	None	None		TIR Missed: No	0.55
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.70
INC000000582133	Steve Hillabrant	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.75
INC000000582510	Sherri Hernandez	None	None	ZENworks for Desktops		TIR Missed: No	0.13
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000582664	Nan Mendenhall	None	None	None		TIR Missed: No	0.33
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.70
INC000000582957	Richard Adams	PC/Laptop	Error	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000583078	Brad Parker	None	None	Microsoft Windows 7		TIR Missed: No	0.05
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.05
INC000000583411	Kari Korous	PC/Laptop	Error	None		TIR Missed: Yes	1.14
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	2.98
INC000000583446	Bill Boyle	Telecom	Call/Receive	Telephone		TIR Missed: No	0.32
	Voice Operations	Gail Christiansen	Human Services	Low	Closed	TTR Missed: No	2.81
INC000000583956	Manuel Gonzales	PC/Laptop	None	None		TIR Missed: No	0.13
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	5.50
INC000000584229	Mary Burris	Application	Error	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.34
INC000000584602	Kassie Hart	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.06
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	1.59
INC000000584604	Susan Musser	Application	Error	Utah Statewide Immunization In		TIR Missed: Yes	5.86
	Application Support - USIIS	JC Alexander	Human Services	Low	Resolved	TTR Missed: Yes	170.01
INC000000584737	Allyson Dopp	PC/Laptop	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000585024	Annette Babisz	None	None	Novell GroupWise 32-bit Windo		TIR Missed: No	0.95
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	4.54
INC000000585065	Dan Barrett	None	None	None		TIR Missed: Yes	1.14
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	1.14
INC000000585070	Christine Peasley	None	None	SAFE		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000585157	James d. Walker	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.93

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Human Services

INC000000585179	Amy Whittle	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.01
INC000000585278	Kyle Hillyard	Application	Password	Citrix ICA Client		TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.02
INC000000585391	Vaughn Lesuma	None	None	Novell Client for 32-bit Windows		TIR Missed: Yes	1.81
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.81
INC000000585409	Joseph Gonzalez	EIS Hardware	Printer	None		TIR Missed: No	0.27
	Strategic Communications	Luis Larios	Human Services	Low	Closed	TTR Missed: No	4.93
INC000000585452	Connie Carvajal	Mobile Devices	Error	iPhone		TIR Missed: No	0.04
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000585460	Anjalica Oropeza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: Yes	1.16
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.37
INC000000585461	Tammy W Harris	None	None	State Payroll Time Entry System		TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000585504	Stacey Boyd	None	None	None		TIR Missed: No	0.24
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.30
INC000000585614	Cindy Lyon	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585618	Joe Brusatto	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585628	Daniel Beus	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000585633	Randy Busk	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585665	Judy Alice Harrington	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585782	Cathryn E Jenkins	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000585786	Percy Pearson	Application	None	Novell GroupWise		TIR Missed: No	0.61
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000585797	Stacey Gleed	Application	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585800	Don Thompson	Application	Password	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	1.03

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Human Services

INC000000585805	Julienne Rhees	Application	None	Gmail		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585806	Alexandra Urban	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585808	Aaron Bettinson	PC/Laptop	Error	None		TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.09	
INC000000585811	Paul Gardner	None	None	PGP		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585826	Janeen Viles	PC/Laptop	Performance	None		TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.22	
INC000000585834	Lana Stohl	Application	None	Citrix ICA Client		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585843	Kathryn Ball	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.21
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.54	
INC000000585851	Tina Humphrey	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585866	Corinne Harryman	Application	Error	RSA SecurID Software Token		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	1.29	
INC000000585869	Vicki Carver	PC/Laptop	Error	None		TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No		
INC000000585878	Calleen Chivers	None	None	PGP		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585892	Mike Hebdon	None	None	None		TIR Missed: No	0.35
Metro B Desktop Support	Annicc Valdez	Human Services	Low	Closed	TTR Missed: No	0.38	
INC000000585905	Scheila Beekhuizen	PC/Laptop	Hardware	None		TIR Missed: No	0.07
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.29	
INC000000585906	Judy Hammer	Application	Error	Microsoft Excel		TIR Missed: No	0.32
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.49	
INC000000585919	Mary Burgener	Mainframe	Password	BlueZone		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585927	Bob Parker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000585937	Christine Pulliam	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	

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INC000000585940	Bob Parker	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585943	Mary Jensen	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000585948	Don Campbell	Telecom	Hardware	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.69
INC000000585960	Judy Hull	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585965	Chanel Nagaishi	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	3.08
INC000000585966	Kathy Butt	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585967	Chuck Berglund	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	
INC000000585976	Heidi Hansen	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585977	Jennifer Melcomian	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000585980	Lamont Felt	Application	None	None		TIR Missed: No	0.98
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.98
INC000000585993	Bonnie Keough	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586003	Marty Shannon	Network	None	None		TIR Missed: No	0.09
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000586004	Debbie Woodward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000586009	Robert Jowett	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586013	Arnell Wamsley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586018	Chris Lerwill	None	None	None		TIR Missed: Yes	1.30
	Enterprise Security	Jed Johnson	Human Services	Low	Closed	TTR Missed: No	4.47
INC000000586033	Bob Parker	PC/Laptop	Password	None		TIR Missed: No	0.05
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.47

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INC000000586042	Justin Robb	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586045	Fanu Ulugalu	PC/Laptop	Error	None		TIR Missed: No	0.21
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.70
INC000000586055	Jodi Delaney	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.89
INC000000586060	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.59
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000586065	andrew ritter	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586069	Jason Heideman	Telecom	None	None		TIR Missed: No	0.42
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.93
INC000000586070	Becky Gallegos	Application	Password	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000586072	Rebecca Monsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586083	Heather Pearce	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000586089	Ginger Flowers	Application	None	SAFE		TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.44
INC000000586103	Lucas Dalton	PC/Laptop	Error	None		TIR Missed: No	0.19
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000586108	Susan Hardinger	Network	Error	None		TIR Missed: No	0.38
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	5.52
INC000000586117	Terri Ruesch	Network	None	None		TIR Missed: No	0.46
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	1.74
INC000000586122	Nathan Cruz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586125	Tonia Turpin	Application	Password	Utah Cares		TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000586130	Nathan Cruz	PC/Laptop	Password	None		TIR Missed: No	0.11
	Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000586141	Jim Schwartz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000586143	Valene Tuttle	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Closed	TTR Missed: No	0.43
INC000000586160	Mark Perry	Telecom	None	Telephone		TIR Missed: No	0.08
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000586166	Jim Schwartz	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586169	Karen Anderson	Application	Password	Citrix ICA Client		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000586175	Kathy Butt	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586176	Stephanie Hovat	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586179	Tammy Nuttall	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586185	Kathy Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586194	Rob Ross	Application	Error	Microsoft Word		TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000586195	Jackie Languet	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586203	Linda Boyd-Melancon	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000586208	Brian Jones	PC/Laptop	Error	None		TIR Missed: No	0.40
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.68
INC000000586242	Melannie Holdaway	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586246	Kathy Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586249	Steve Jay	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586252	Sosaia Sekona	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586255	Kris Shaw	Application	Reporting	SAFE		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.25

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Human Services

INC000000586258	Linda Tripp	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586259	Christian Harris	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.17
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: N/A	
INC000000586265	Emily Helm	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000586282	Alrae Snyder	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586301	Jennae Haug	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	
INC000000586314	Elizabeth Wright	PC/Laptop	Performance	None		TIR Missed: No	0.08
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	2.39
INC000000586325	Tamera Weis	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586326	Judy Hafen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586344	Randy Darrington	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586347	Betty Meyer	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586348	Tom Medina	Mainframe	Error	None		TIR Missed: No	0.10
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000586356	John Macfarlane	PC/Laptop	Error	None		TIR Missed: No	0.29
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000586360	Jody Eby	Application	Error	Novell GroupWise		TIR Missed: No	0.92
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	1.04
INC000000586361	Melannie Holdaway	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586364	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000586377	Betty Meyer	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586385	Justina Flesher	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.54

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INC000000586392	Paul Nay	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586396	Candace Jensen	Application	None	SAFE	TIR Missed: Yes	1.14
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	1.14
INC000000586407	Cindy Fuit	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586413	Cameron Cline	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586425	June Kohles	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586434	Sandra Sanduk	Application	Error	Novell GroupWise	TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.22
INC000000586448	Kathryn Dennett	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.01
INC000000586454	Preston Freitas	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586472	Raitos Archuleta	Telecom	Voice Mail	Telephone	TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.85
INC000000586480	Sosie Bouchard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586484	Esther Israel	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586488	Carol E Loumeau	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586489	Judy Alice Harrington	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586490	Margie M Olsen	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586493	Darcy Anderson	Application	None	Budget Preparation	TIR Missed: Yes	1.47
	Rural North Desktop Support	Dane Smith	Human Services	Low Closed	TTR Missed: No	1.47
INC000000586499	Murray Adam Lepien	Application	Password	Utah Master Directory	TIR Missed: No	0.29
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.56
INC000000586517	Carrie Worthen	Mainframe	None	BlueZone	TIR Missed: No	0.26
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.26

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Human Services

INC000000586521	Delton Pugh Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586523	Leslee Butterfield Mainframe Systems Support	Mainframe Greg Shoop	None Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000586524	Palmer Depaulis Metro C Help Desk	Mainframe Ross Owen	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586530	Christina Humpherys Help Desk	Print/Copy/Scan/Fax Julie VanBeekum	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586550	Kathryn Dennett Rural Central Desktop Support	Application Gerald Adams	Password Human Services	Novell GroupWise 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.06
INC000000586597	Jennifer Wyllie Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586604	Bruce James Help Desk	PC/Laptop James Stearns	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586641	Delton Pugh Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586647	Nancy Newman Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586652	Marla Mathisen Metro B Desktop Support	Application Jay Locker	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 1.83
INC000000586654	travis black Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586660	Heather Wilson Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586669	Cindy Clayburn Metro C Help Desk	None Reed Stohel	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586672	Nancy Newman Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586673	Eva Clarke Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586675	Dan Chatterton Help Desk	Application Vicky Marrelli	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586679	Judy Hammer Metro B Desktop Support	Application Anthony Booyse	Password Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.18 3.32

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INC000000586685	Sonnie Yudell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586686	Ann Coddington	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586688	Jamie Babbel	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.75
INC000000586691	Lisa Aragon	None	None	Adobe Acrobat	TIR Missed: No	0.56
	ORS Adobe Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.61
INC000000586713	Kristy Walker	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586719	Jacob Joslin	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586725	Megan Lindsay	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586728	Stacy L Petersen	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586736	Scott Abeyta	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.24
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.35
INC000000586752	Cheryl Burgan	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586756	Kristy Bate	Telecom	Voice Mail	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Closed	TTR Missed: No	0.59
INC000000586757	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586759	Jim Lowe	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	0.03
INC000000586762	Kassie Hart	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586780	Paula Nelson	Application	Reporting	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586781	Rod Cromar	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000586784	Ceci Castillo	None	None	Novell GroupWise	TIR Missed: No	0.60
	Metro A Desktop Support	Mike Beynon	Human Services	Low Closed	TTR Missed: No	0.70

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INC000000586790	patricia phillips	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586799	Dawn Hollingsworth	Application	None	None		TIR Missed: No	0.67
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000586806	Heidi Erickson	None	None	PGP		TIR Missed: No	0.04
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	2.66
INC000000586811	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586829	Liz Medina	Application	Error	None		TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low	Closed	TTR Missed: No	0.13
INC000000586835	Kathy Maxfield	None	None	Content Manager		TIR Missed: Yes	2.73
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	2.73
INC000000586836	Toni Netzler	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586839	Mark Hollingshead	Network	None	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586845	Kerri Burns	Application	Password	Citrix ICA Client		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.20
INC000000586852	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.14
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000586859	Melanie Reynolds	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586860	Aimee N Duvall	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000586862	Aimee N Duvall	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000586864	Levi Veo	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000586865	Levi Veo	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.50
INC000000586866	Philip Applegarth	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586871	Tracy Wiggill	None	None	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.12

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INC000000586877	Colette Tasker	Network	Performance	None		TIR Missed: Yes	7.39
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: Yes	7.39
INC000000586892	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586894	Christine Harris	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.80
INC000000586898	Stephanie Rentmeister	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.11
INC000000586904	Jeff Marrott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586906	Ronda Jones	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586913	Tiffani Diamond	Application	Error	Gmail		TIR Missed: Yes	4.05
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	6.85
INC000000586915	Steve Gacioch	PC/Laptop	Performance	None		TIR Missed: Yes	2.17
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	2.17
INC000000586922	Charlotte Vincent	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.40
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000586931	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586940	Toni Netzler	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586946	Richard Cheever	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000586956	Michelle Higgs	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586961	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586962	Marcy Jensen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586963	Liz Medina	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000586964	Marcy Jensen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000586978	Cherie Leduc Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586985	Albert Phipps Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000586998	Heidi Erickson Metro B Desktop Support	None Peter Musser	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587005	Craig L Povey Metro B Desktop Support	PC/Laptop Mike Wilde	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.65 2.71
INC000000587010	Charlyn Child Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587021	Carrie Worthen Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587026	Dan Barrett ORS Content Manager	None Dan Barrett	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587030	Judy Alice Harrington Rural South Desktop Support	PC/Laptop Doug Thornton	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.99 0.99
INC000000587037	Melanie Reynolds Metro B Help Desk	Application Gary Graham	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587045	Amanda Best Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587046	Gina Denning Metro A Desktop Support	Network Mike Beynon	Performance Human Services	Novell eDirectory Low	TIR Missed: No TTR Missed: No	0.42 0.89
INC000000587049	Polly Colbert Metro B Help Desk	None Gary Graham	None Human Services	Sybase Open Client Low	TIR Missed: No TTR Missed: No	0.00 0.36
INC000000587052	Stacey Gleed Metro B Desktop Support	PC/Laptop Cindy Reed	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.10
INC000000587057	Annette Long Rural Central Desktop Support	Network Troy Morris	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.88 0.93
INC000000587067	Kathryn Wright Metro B Help Desk	Network Val Shepherd	Performance Human Services	SAFE Low	TIR Missed: Yes TTR Missed: No	1.41 1.46
INC000000587068	Donelle Clements Rural North Desktop Support	Print/Copy/Scan/Fax Ruston McKay	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587071	Irma Romero Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000587082	Christy M Wixom	Application	Reporting	Pre-Admission Screening/Resid	TIR Missed: No	0.22
Capitol Hosting	Dale Hicks	Human Services	Low	Closed	TTR Missed: No	2.73
INC000000587084	Cheryl Borgan	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587108	Melannie Holdaway	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587112	Laura Knight	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587113	Albert Phipps	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.81
INC000000587117	Jill Rainey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587118	Astrid Sherrow	PC/Laptop	Performance	None	TIR Missed: No	0.23
Metro B Desktop Support	Austin Farey	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000587124	Kim L Anderson	PC/Laptop	None	None	TIR Missed: No	0.12
Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.12
INC000000587131	Tara Jorgenson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587133	Janet Hongsyvilay	Network	None	None	TIR Missed: No	0.68
Campus Networking	Robert Ryan	Human Services	Low	Closed	TTR Missed: No	2.15
INC000000587138	Bruce James	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587146	Heather Pearce	Application	None	Citrix ICA Client	TIR Missed: No	0.11
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15
INC000000587158	Tara Jorgenson	Application	Password	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587159	Tara Jorgenson	Remote Connectivity	Error	None	TIR Missed: No	0.49
Network Operations	Jared Elzinga	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000587164	Stanley Oborn	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587177	Diane McCarty	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587179	Jim Van Zant	Application	None	Google Chrome	TIR Missed: No	0.17
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.72

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INC000000587181	Tammy Petrowski Metro B Help Desk	Mainframe Val Shepherd	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587185	Jeri Boyle Operations Production Control	None Christie Burnham	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587196	Ron Hathcock Rural Central Desktop Support	None Troy Morris	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	1.32 1.47
INC000000587207	Sean T Orton Voice Operations	Telecom Gail Christiansen	Call Management Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.04 0.20
INC000000587209	Marina Sanchez Metro C Help Desk	Mainframe Reed Stohel	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587219	Kelly Stapley Rural South Desktop Support	PC/Laptop Doug Chaston	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.44 0.44
INC000000587235	Sarah Pomeroy Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587240	Heber Tippetts Metro C Help Desk	None Ross Owen	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587255	Lynn Higginson Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.45 0.45
INC000000587257	Terence Stanton Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587263	Lisa Bruno Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.32 0.32
INC000000587269	Terence Stanton Metro B Help Desk	Application Gary Graham	None Human Services	Utah Cares Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000587281	Chris Hoffman Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587304	Donelle Clements Rural North Desktop Support	Print/Copy/Scan/Fax Kim Ratushniak	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587311	Jenny Fuchs Rural Central Desktop Support	Application Troy Morris	Reporting Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.32
INC000000587362	Alicia Norris Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	SAFE Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.80
INC000000587378	Arla Jensen Operations Production Control	None Cal Brinton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000587388	Jody Eby Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.61
INC000000587391	Lisa Bruno Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000587400	Marilee Greenland Metro A Desktop Support	Print/Copy/Scan/Fax Mike Beynon	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000587402	Maria Justice Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587406	Liesa Stockdale Metro B Help Desk	Application Val Shepherd	None Human Services	Active Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.01
INC000000587407	Betty Meyer Rural North Desktop Support	PC/Laptop Ruston McKay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.58 1.02
INC000000587414	Lisa Hurlbert Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.70 1.23
INC000000587416	Peggy Williams Rural South Desktop Support	Network Doug Thornton	None Human Services	None Low	Closed	TIR Missed: Yes TTR Missed: No	3.05 3.05
INC000000587432	Kim Tuitupou Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.05 0.07
INC000000587437	Nancy Barowski Rural North Desktop Support	None Ryan Casey	None Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000587442	Shanna Felt Metro B Desktop Support	Print/Copy/Scan/Fax Peter Musser	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.09 0.40
INC000000587448	Janie Lopez Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587464	Marne Bowden Metro B Help Desk	Network Val Shepherd	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.61 1.19
INC000000587467	Lori Savage Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.53 0.53
INC000000587475	joyce morgan-hanks Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.10 0.10
INC000000587491	Brigham Young Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587509	Joseph Peterson Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000587514	Marcie Valenzuela	Telecom	Coverage Path	Telephone		TIR Missed: No	0.11
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000587518	Vincent Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587519	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587520	Julie U Gibson	Telecom	Call Management	Telephone		TIR Missed: No	0.43
	Voice/Data/WAN Services	Spencer Blodgett	Human Services	Low	Closed	TTR Missed: No	1.17
INC000000587522	Rick Wright	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587539	Theo Judson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587562	Sean Sasser	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587563	Cassandra Stevens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587574	Szudia Bragg	Network	Error	None		TIR Missed: No	0.64
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000587580	Kay Layton	None	None	Microsoft Word		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: Yes	6.81
INC000000587595	Karma Limb	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587616	Jennifer Baxter	PC/Laptop	Hardware	None		TIR Missed: No	0.07
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000587627	Michelle Rawlinson	None	None	None		TIR Missed: No	0.65
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.20
INC000000587645	Connie Carvajal	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587662	Lauren Judd	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000587669	joyce morgan-hanks	None	None	Novell Messenger		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.09
INC000000587696	Justina Flesher	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000587702	Skyla Allen	Application	None	Active Directory		TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000587709	Allyson Dopp	None	None	None		TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.14
INC000000587716	Krishna Yellapragada	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587717	Chanel Nagaishi	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587732	Shannon Sirkel	Application	None	Microsoft Excel		TIR Missed: No	0.21
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000587734	Ralph Colosimo	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587739	Matthew Andreasen	Application	Error	None		TIR Missed: No	0.79
	Database Services	Ted Misiak	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000587745	Mary Lou Warner	Application	Error	Gmail		TIR Missed: No	0.00
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Closed	TTR Missed: No	1.61
INC000000587749	Justina Flesher	None	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000587752	Angie Watterson	None	None	None		TIR Missed: No	0.11
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	2.54
INC000000587768	Christy Van Buskirk	Telecom	Hardware	None		TIR Missed: No	0.16
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000587772	Jasmine Wilson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587776	Milton Gale	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587789	Linda Ferron	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.75
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	1.52
INC000000587795	Sarah Espinoza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587804	Charlyn Child	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587808	Andrew Archuleta	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.15

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INC000000587810	Vicky Turner	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.27
	Metro B Desktop Support	Peter Musser	Human Services	Low	Closed	TTR Missed: No	1.50
INC000000587816	Sherrin Weiss	PC/Laptop	Performance	None		TIR Missed: No	0.52
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	1.79
INC000000587829	Patricia Davis	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587833	Amira Latorre	Application	Password	Novell GroupWise		TIR Missed: No	0.25
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000587837	Lisa Bruno	Application	None	Novell GroupWise		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000587843	Victoria A. Peterson	Application	None	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587857	Tami Long	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587864	Arnaldo Leon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587884	Deanna Bigelow	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587888	Lisa Bruno	Mobile Devices	None	None		TIR Missed: No	0.14
	Help Desk	Sarah Johnson	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000587889	Gaye Luker	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000587891	Lisa Bruno	Application	None	Microsoft Word		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.95
INC000000587894	Victoria A. Peterson	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587899	Linda Ferron	None	None	Sybase Adaptive Server Anywhere		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	2.06
INC000000587902	Romona Zellers	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587903	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000587904	Gaye Bluemel	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000587906	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587907	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587908	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587911	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587914	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587919	Lisa Bruno Help Desk	Mobile Devices Sarah Johnson	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.03 0.06
INC000000587923	Mark Scott Metro C Help Desk	Print/Copy/Scan/Fax Ross Owen	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587926	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587928	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587929	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587931	Robin Bean Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587937	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587938	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587939	Gaye Bluemel Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587941	Craig Berntson Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587942	Kristin Bell Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587943	Robert T Burton Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000587945	Notah Tahy Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587946	Cynthia Vitko Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587947	Rick Ericksen Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587948	Callie Gallacher Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587949	James Loveless Rural Central Desktop Support	Application Jeremy Standifird	Error Human Services	Microsoft Office Professional 20 Low Closed	TIR Missed: No TTR Missed: No	0.00 1.07
INC000000587950	Alisha Martinez Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587961	Dorothy Richardson Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587967	Sandra Hutchison Help Desk	Network Julie VanBeekum	Password Human Services	Novell eDirectory Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587981	Angalee Hatch Rural Central Desktop Support	Application Jay Barfuss	Password Human Services	PGP Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587982	Rafawn Rogers Metro B Help Desk	Application Todd Manning	Error Human Services	Google Chrome Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000587984	John Whitman Rural Central Desktop Support	Application Jay Barfuss	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588000	Jody Rushton-Porter Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588008	Stacie Pohahau Metro A Help Desk	Print/Copy/Scan/Fax Liz Evans	Queue Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588018	Sabrina Fivas Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low Closed	TIR Missed: No TTR Missed: No	0.08 0.08
INC000000588056	Stevens Brett Nelson Rural Central Desktop Support	None Gerald Adams	None Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588060	Tiffany Cleverly Rural Central Desktop Support	Application Gerald Adams	Error Human Services	None Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588079	Joseph Peterson Help Desk	PC/Laptop James Stearns	Password Human Services	Novell Client for 32-bit Windows Low Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000588095	Mike Lobato	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.06
INC000000588102	Rosemary Mories	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588104	Ronda Jones	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588105	Kathy Anderson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588107	Stephanie Quintana	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588117	Philip Applegarth	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588120	Penny Weiss	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	0.07
INC000000588121	Delilah Thomas	None	None	Adobe Connect	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588130	Tina Humphrey	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588132	Lisa Tarbox	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588145	Brian Parnell	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588154	John H Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588166	Susan Lockhart	Application	Error	Employee Gateway	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588167	whitney robinson	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588169	Leeann Robinson	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588175	Wendy Robles	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588197	Delilah Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000588198	Pam Madsen	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.06
	Application Services	Dustin Crump	Human Services	Low Closed	TTR Missed: No	1.04
INC000000588207	Susan Bowman	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588210	Douglas Nelson	Application	None	Gmail	TIR Missed: No	0.12
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low Closed	TTR Missed: No	4.74
INC000000588213	Peter Osborn	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.22
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.22
INC000000588228	Kym Wilson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588229	Valene Tuttle	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	1.38
INC000000588233	Pamela Higgins	PC/Laptop	Error	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588248	Stormey Goddard	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588253	Mel Huefner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588255	Stormi Fairbanks	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588279	Justina Flesher	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588302	Shannon Weber	None	None	Novell GroupWise	TIR Missed: No	0.08
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.08
INC000000588314	Kristie Gilson	None	None	Internet Explorer	TIR Missed: No	0.43
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	1.21
INC000000588316	Mike Hebdon	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588320	Wendy Robles	Application	Error	Microsoft Office Professional 20	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588337	Justina Flesher	Application	None	Novell GroupWise	TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.35
INC000000588345	Rick Hendy	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000588349	Charlene Wilde Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588350	Bob Parker Operations Production Control	None Cal Brinton	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588357	Bob Parker ORS Content Manager	None Les Roberts	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.62 0.62
INC000000588359	Sean T Orton Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.63 0.63
INC000000588361	Paul Kunz Metro B Desktop Support	None Peter Musser	None Human Services	Adobe Flash Low	Closed	TIR Missed: No TTR Missed: No	0.09 1.34
INC000000588364	Skyla Allen Metro B Help Desk	Application Todd Manning	Error Human Services	Employee Gateway Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588367	Stacy Pierce Voice/Data/WAN Services	Telecom Mark Thomas	Hardware Human Services	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.57 0.57
INC000000588368	Cody McBride Metro C Help Desk	Network Ross Owen	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588385	Leslee Butterfield Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588387	Kari Smith Metro B Help Desk	Application Val Shepherd	None Human Services	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588389	Tiffani Tayler Metro B Help Desk	Application Todd Manning	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588397	Susan Llewellyn Metro B Help Desk	Network Gary Graham	Incident Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.47 0.68
INC000000588413	Terri Sawyer Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588465	patricia phillips Metro C Help Desk	None Ross Owen	None Human Services	Operations Management Syster Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588475	Patty Fazzio Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588519	Carol Powell Metro B Help Desk	Print/Copy/Scan/Fax Gary Graham	Queue Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000588522	Rea Bartlett Rural Central Desktop Support	Application Paul Petersen	None Human Services	Adobe Acrobat Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.71

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INC000000588529	Anjalica Oropeza	PC/Laptop	Password	None		TIR Missed: No	0.52
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.52
INC000000588531	Kate Kauffman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588540	Laura Roe	Network	Password	None		TIR Missed: Yes	1.74
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	1.74
INC000000588543	LynNae T Pena	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588544	Adela Rubio	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588550	Susan Eddy	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588571	Allen De graw	PC/Laptop	Performance	None		TIR Missed: No	0.40
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000588573	Iris M Gomez	Application	Password	Citrix ICA Client		TIR Missed: No	0.15
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000588575	Iris M Gomez	Application	Password	Citrix ICA Client		TIR Missed: No	0.16
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000588576	Mack McDonald	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588611	Kehlie Gomez	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: Yes	7.37
INC000000588624	Vanessa Peterson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588629	Colette Tasker	None	None	PGP		TIR Missed: Yes	1.09
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000588640	Sharon Timmons	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000588643	Nancy Barowski	Application	Error	PGP		TIR Missed: No	0.02
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.84
INC000000588644	Arlene Thomason	PC/Laptop	None	None		TIR Missed: No	0.59
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000588659	Kingi Tonga	PC/Laptop	Performance	None		TIR Missed: Yes	1.21
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	1.21

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INC000000588667	Krystal Lyman	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588680	Chad McDonald	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588684	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588687	Kathy Ruffus	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588696	Jody Eby	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588698	Rebecca E Thomas	Application	Password	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588721	Susan Clements	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588730	Charlotte Lartey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588745	Becky Martinez	Application	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588798	Jennifer Wyllie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	1.87
INC000000588801	Nicole Marie Andresen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	2.09
INC000000588827	Alicia Koehler	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Closed	TTR Missed: Yes	6.21
INC000000588832	Zlatko Porobic	Application	Password	Citrix ICA Client	TIR Missed: No	0.21
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.38
INC000000588833	Kristy Walker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588837	Bonnie Keough	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588841	Rosemary Mories	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588842	Brian Parnell	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000588845	Kristy Walker	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.23
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.44
INC000000588849	Shellene West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588851	Shellene West	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588853	Nader Mikhail	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Lester Aoki	Human Services	Low Closed	TTR Missed: No	
INC000000588858	Denese Bleak	Application	None	None	TIR Missed: No	0.25
	Internal Application Development at	Beth Hendricks	Human Services	Low Closed	TTR Missed: No	0.26
INC000000588865	Vanessa Peterson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588866	Dawn Mencarini	PC/Laptop	Error	None	TIR Missed: No	0.35
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.62
INC000000588869	Spencer Hall	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588876	Brian Parnell	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.85
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	0.85
INC000000588877	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588880	Paula K Douglass	Application	Password	Content Manager	TIR Missed: Yes	7.11
	ORS Content Manager	Dan Barrett	Human Services	Low Closed	TTR Missed: Yes	7.11
INC000000588881	Delma Martinez	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588884	Jamie Howells	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588888	Callie Gallacher	PC/Laptop	Hardware	None	TIR Missed: No	0.56
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.62
INC000000588907	Tammy Ardohain	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588908	Sandra Johnston	Application	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588917	Stephanie Stuart	PC/Laptop	Hardware	None	TIR Missed: No	0.93
	Rural North Desktop Support	Ryan Casey	Human Services	Low Closed	TTR Missed: No	0.93

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INC000000588923	LynNae T Pena	Application	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588937	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588938	Angela Morrill	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588945	Tamra Johnson	Application	Reporting	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588950	Heather Fischer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588951	Chris Metcalf	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588956	Megan Lindsay	None	None	None	TIR Missed: No	0.41
	Rural South Desktop Support	Doug Thornton	Human Services	Low Closed	TTR Missed: No	0.41
INC000000588957	Kandas Parker	PC/Laptop	Password	None	TIR Missed: No	0.25
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	1.24
INC000000588960	Don Noseworthy	Application	Error	PGP	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588961	Don Noseworthy	Application	Error	Microsoft Excel	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588963	Susie Prince	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588964	Jennifer Gee	Application	None	Novell GroupWise	TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	3.05
INC000000588965	Cindy E Poulsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588986	Edith Martinez	Application	Password	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000588991	Diana Corona	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.05
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.06
INC000000589002	Justina Flesher	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.29
INC000000589017	Beverly Clark	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000589021	Chad McDonald	Wireless Connectivity	None	None		TIR Missed: No	0.63
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000589026	Tom Dunford	None	None	None		TIR Missed: Yes	3.32
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	4.49
INC000000589030	Diane Carney	Application	None	Citrix ICA Client		TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	2.32
INC000000589038	Heather Pearce	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589041	Kimberly Clements	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589059	Zinna Burks	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589062	Mary Beth Lente	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589070	Karmal Butcher	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.36
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000589079	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589084	Julie Carlile	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589085	Bryan Brough	Application	Password	Echart		TIR Missed: No	0.07
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000589110	Doug Spencer	Application	Password	Citrix ICA Client		TIR Missed: No	0.14
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.35
INC000000589113	Vaughn Lesuma	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589121	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589123	Scott Richman	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589128	Jackie Stahler	Telecom	Voice Mail	Telephone		TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.65
INC000000589131	Michelle Rawlinson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.38
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.79

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INC000000589142	Valene Tuttle	Network	Incident	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589181	Regena Bonner	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Liz Evans	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589221	Rita Munson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589225	Toni Munson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589233	Gary Newman	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589265	Cherish H Larsen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589266	Enkhoyun Nergui	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589270	Claudia McNamara	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589291	Rita Munson	Application	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589292	Fred Kaufusi	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589322	Sherry Tenney	Application	Error	Microsoft Word	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.21
INC000000589329	Lea Reaves	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589342	Rita Munson	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589356	Sharla Bayles	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589357	Sharla Bayles	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589369	Charlotte Lartey	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589416	Douglas Call	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.05

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INC000000589428	Diane Carney Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589435	Debbie Koew Metro B Desktop Support	PC/Laptop Austin Farey	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589453	Shamayne Russell Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589461	Stacie Pohahau Metro B Help Desk	Mainframe Todd Manning	Password Human Services	BlueZone Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589466	Tonya Myrup Metro B Desktop Support	PC/Laptop Jay Locker	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000589471	Sharla Bayles Metro B Help Desk	PC/Laptop Todd Manning	Hardware Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589474	Skyla Allen Metro B Desktop Support	Application Annice Valdez	None Human Services	Content Manager Low	Closed	TIR Missed: No TTR Missed: No	0.48 1.79
INC000000589491	Denise Leavitt Metro B Help Desk	Network Val Shepherd	None Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589501	Vicky Turner Help Desk	Application Brenda Treadway	Password Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589519	Brooke bosgieter Rural North Desktop Support	PC/Laptop Ruston McKay	Error Human Services	None Low	Closed	TIR Missed: No TTR Missed: No	0.57 2.18
INC000000589521	John Penney Metro B Help Desk	Application Val Shepherd	Password Human Services	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589527	Kati Cardon Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589535	Mark E Petersen Rural South Desktop Support	PC/Laptop Scott Jesienouski	Password Human Services	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.48 0.48
INC000000589536	Chris Boswell Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589537	Diane Carney Rural Central Desktop Support	Network Jay Barfuss	Password Human Services	Utah Master Directory Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589542	Denise Leavitt Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589569	Kellie Winchester Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000589571	Rick H Hansen	Server	Hardware	None		TIR Missed: No	0.00
	Metro B Hosting	Paul Seager	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000589572	Patty Reed	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.58
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.58
INC000000589577	Valerie Lowery	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.54
INC000000589584	Yanoula Dounias	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.40
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000589589	Nancy Gould	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.31
INC000000589594	Kim L Anderson	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589600	Pam Boydston	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	
INC000000589609	Paul Gehrke	PC/Laptop	Hardware	None		TIR Missed: No	0.28
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000589613	Carma Hemingway	Telecom	Voice Mail	Telephone		TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	1.39
INC000000589623	Gary Newman	None	None	internet explorer		TIR Missed: No	0.56
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000589631	Shauna Iverson	Mainframe	Error	BlueZone		TIR Missed: No	0.11
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.19
INC000000589632	Linda Bright	Application	Error	Microsoft Access		TIR Missed: No	0.11
	Rural North Desktop Support	Kim Ratushniak	Human Services	Low	Closed	TTR Missed: No	0.46
INC000000589648	Vanita Jain	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589654	Marcy Jensen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589662	Jamie Luna	PC/Laptop	Hardware	None		TIR Missed: No	0.21
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.57
INC000000589663	Janet Culpepper	Application	Password	Office of Recovery Services Inf		TIR Missed: No	0.01
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.08
INC000000589681	Claire Mantonya	Application	Error	Novell GroupWise		TIR Missed: No	0.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.55

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INC000000589700	Shaunna Skidmore	Network	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589701	Shannon Sirkel	Mobile Devices	Error	iPhone		TIR Missed: No	0.21
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: Yes	6.70
INC000000589705	Kellie Winchester	Network	Incident	None		TIR Missed: No	0.15
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	2.37
INC000000589713	Melissa Anderson	Application	Password	PGP		TIR Missed: No	0.41
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000589724	Janis Widdison	Network	None	None		TIR Missed: No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000589725	Madhu Gundlapalli	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589746	Sylvia Canela	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589755	Brandy Terry	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589763	Chelsie Hadley	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589782	Gwen Nelson	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.49
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.13
INC000000589786	Katherine Fryer	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589794	Karen A Elliott	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589797	Anisa Plastow	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589801	Anisa Plastow	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589821	Mike Derbidge	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000589830	Debora Torman	None	None	None		TIR Missed: No	0.49
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	1.71
INC000000589838	Taunica Crump	Application	Reporting	None		TIR Missed: No	0.11
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Closed	TTR Missed: No	0.39

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INC000000589847	Becky Gallegos	Application	Error	RSA SecurID Software Token	TIR Missed: No	0.96
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	1.02
INC000000589852	Mark E Petersen	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589858	Suzanne West	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.32
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.45
INC000000589865	Gaye Luker	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589872	Calvin Frampton	Application	Error	None	TIR Missed: No	0.14
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.50
INC000000589887	Marnie Maxwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589890	Jill Bell	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589897	Kevin Groves	Application	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589913	Spencer Hall	Network	None	None	TIR Missed: No	0.31
	Rural Central Desktop Support	John Donaldson	Human Services	Low Resolved	TTR Missed: No	2.28
INC000000589916	Judith Jensen	Application	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589922	Zeljka Borro	Application	None	None	TIR Missed: Yes	1.82
	Application Support	Tim Corless	Human Services	Low Closed	TTR Missed: Yes	6.03
INC000000589928	Peggy Major	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589929	Tracy Hart	Application	None	Gmail	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589930	Brooks Burr	Application	Error	Action Request System	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589942	Devon Gere	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589957	Amy Smith	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000589961	Kenneth Fambrough	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000589970	Gregory Porter Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000589989	Astrid Sherrow Metro B Desktop Support	Application Anthony Booyse	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.27 1.26
INC000000590001	Cristy Davis Metro B Help Desk	Print/Copy/Scan/Fax Todd Manning	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590019	Valerie Lowery Metro B Desktop Support	PC/Laptop Sean Chadbourne	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.55 0.55
INC000000590025	Lindy Snell Rural Central Desktop Support	Application Paul Petersen	None Human Services	ZENworks for Desktops Low	TIR Missed: No TTR Missed: No	0.00 0.05
INC000000590036	Mark Robertson Help Desk	Application Vicky Marrelli	Error Human Services	Microsoft Word Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590043	Alexandra Urban Metro C Help Desk	None Ross Owen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590062	Joanna Montague Rural Central Desktop Support	Network Gerald Adams	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590110	Shelly Balderston Metro B Help Desk	Application Val Shepherd	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590115	Beverly Hart Rural Central Desktop Support	Application Gerald Adams	Error Human Services	Novell GroupWise 32-bit Windo Low	TIR Missed: No TTR Missed: No	0.00 0.83
INC000000590128	Jennifer Gardner Metro B Desktop Support	PC/Laptop Mike Wilde	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.82
INC000000590130	Mary Hyland Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590131	Calleen Chivers Metro B Desktop Support	Print/Copy/Scan/Fax Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.01
INC000000590135	Linda Obrien Metro C Help Desk	None Reed Stohel	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590136	John Perkins Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590138	Eva A Allen Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000590143	Justina Flesher Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.29 0.38

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INC000000590154	Sharla Bayles	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590156	Priya Noronha Ellwood	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590158	Angela Schmith	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000590161	Corinne Harryman	Application	None	RSA SecurID Software Token		TIR Missed: No	0.22
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.22
INC000000590172	Carmen Negron	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590173	Tahlia Cozzens	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590174	Paul Whitehead	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590176	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590178	Cheryl Sorensen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590179	Christine Deary	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590203	Corinne Harryman	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590206	Kris Shaw	Application	None	Novell GroupWise		TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.92
INC000000590211	Lyra Woods	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	
INC000000590212	Kristy Bate	Telecom	Voice Mail	Telephone		TIR Missed: No	0.17
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.53
INC000000590213	Lisa Hampton	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590214	Lucy Aragon	Storage	Stand Alone	None		TIR Missed: No	0.39
	Metro B Hosting	Ken Bolkcom	Human Services	Low	Closed	TTR Missed: No	1.01
INC000000590218	Lisa Graham	Network	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000590222	Lisa Hampton	Application	Error	ZENworks for Desktops	TIR Missed: No	0.21
	Rural Central Desktop Support	John Donaldson	Human Services	Low Closed	TTR Missed: No	0.83
INC000000590225	Heidi Jones	PC/Laptop	None	None	TIR Missed: No	0.06
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low Closed	TTR Missed: No	0.06
INC000000590232	Noela Karza	Application	Error	None	TIR Missed: Yes	1.56
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.56
INC000000590239	Tammy Knight	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590241	Jill O Johnson	PC/Laptop	Password	None	TIR Missed: No	0.21
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low Closed	TTR Missed: No	0.69
INC000000590242	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590248	Kandas Parker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590253	Rick Ericksen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.33
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.33
INC000000590254	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590270	Corrie Miera	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590272	Brent Tucker	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590282	Kati Cardon	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.03
INC000000590284	Shirley Bingham	Gascard	None	Gascard	TIR Missed: No	0.19
	Fleet Administration	Amanda Ronan	Human Services	Low Closed	TTR Missed: No	0.19
INC000000590285	Jamie Hayden	Print/Copy/Scan/Fax	Incident	Novell GroupWise	TIR Missed: No	0.65
	Application Services	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: No	1.88
INC000000590306	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590317	Alexandra Urban	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.18
INC000000590318	Jill O Johnson	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000590322	Danelle England	None	None	Citrix ICA Client		TIR Missed: No	0.39
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.41
INC000000590330	Ted Walker	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590336	Stacey Boyd	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590339	Ted Walker	PC/Laptop	Hardware	None		TIR Missed: No	0.37
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000590356	Mavanie Vein	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000590378	Corinne Harryman	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.27
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000590379	Merilee Wendell	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590385	Kira Pedroza	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590396	Derek Frye	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590398	Lena Yellowhair	Application	Password	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590407	Corinne Harryman	None	None	Content Manager		TIR Missed: Yes	33.01
	ORS Content Manager	Dan Barrett	Human Services	Low	Resolved	TTR Missed: Yes	33.01
INC000000590432	Lena Yellowhair	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590434	Brian Parnell	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590447	Kingi Tonga	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590453	Kathy Butt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590456	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590457	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000590460	Kathryn Dennett	Application	Password	Novell GroupWise	TIR Missed: No	0.10
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000590462	Jamie Strong	None	None	Novell GroupWise	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590471	Tanya Alborno	Mobile Devices	Error	Droid	TIR Missed: No	0.14
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	3.90
INC000000590474	Tanya Alborno	Application	Error	Novell GroupWise	TIR Missed: No	0.04
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.07
INC000000590479	Brian bullock	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590482	Jody Rushton-Porter	None	None	Utah Criminal Justice Informatio	TIR Missed: No	0.07
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.15
INC000000590504	Dorothy Vatikani	Application	None	Novell GroupWise	TIR Missed: Yes	2.46
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	2.46
INC000000590518	Vickie Long	PC/Laptop	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	5.87
INC000000590534	Ken Ransom	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590540	Tamera Weis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590545	Lisa Lewis	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590547	Cherilyn Webster	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590557	Kathryn Togle-Anderson	Application	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590560	Devon Gere	None	None	None	TIR Missed: No	0.86
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.86
INC000000590575	Edith Martinez	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590590	Kay Layton	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590593	Kyle Lancaster	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000590605	Stephen Arnold	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590612	Tiffany Sandberg	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590625	Gaye johnson	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590626	Jennette Stone	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590632	Toni Netzler	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590639	Sherranda Garzarelli	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590644	Jim Gould	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590648	Jim Gould	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590650	Heather Barlow	Telecom	Call Management	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Closed	TTR Missed: No	1.09
INC000000590677	Sherrin Weiss	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590706	shirley rosser	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590707	Cindy Draper	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	5.90
INC000000590710	Judy Robertson	Mobile Devices	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Closed	TTR Missed: No	2.09
INC000000590729	Kami Elmer	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000590732	Lucy Aragon	Application	None	Adobe Connect		TIR Missed: No	0.23
	Metro B Hosting	Justin Rasmussen	Human Services	Low	Closed	TTR Missed: No	0.38
INC000000590736	Judy Hammer	PC/Laptop	Hardware	None		TIR Missed: No	0.72
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Closed	TTR Missed: No	0.72
INC000000590744	Kristy Walker	Application	None	Adobe Connect		TIR Missed: No	0.33
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.34

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INC000000590749	Aimee N Duvall	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590758	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590767	Janice Warner - Dabling	None	None	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.10
INC000000590772	Tina Lloyd	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590784	Hope Qi	None	None	None	TIR Missed: No	0.15
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	0.55
INC000000590796	Kenneth McGee	Application	Error	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590800	Kelli Karpakis	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590814	Sigrid Nolte	Application	Error	None	TIR Missed: No	0.68
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.68
INC000000590825	Spencer Hall	PC/Laptop	Error	None	TIR Missed: No	0.55
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.55
INC000000590827	Brian Beus	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Closed	TTR Missed: No	5.61
INC000000590842	Jennifer Jamalkowski	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590852	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590859	Barbara Toler	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590860	Hope Qi	None	None	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Network Operations	Michael Ostrander	Human Services	Low Closed	TTR Missed: No	1.45
INC000000590861	Jeana Burgess	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590887	Maryanne Fa	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590904	Jennifer Wyllie	Network	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000590918	Lori Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590930	Carrie L Hazel	PC/Laptop	None	None	TIR Missed: No	0.36
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.36
INC000000590937	Henrietta Appling	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590939	Lori Boyce	Application	Error	Content Manager	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Closed	TTR Missed: No	0.74
INC000000590943	John Perkins	PC/Laptop	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Closed	TTR Missed: No	1.71
INC000000590945	Alexandra Urban	None	None	Microsoft Word	TIR Missed: No	0.00
	Metro B Desktop Support	Jay Locker	Human Services	Low Closed	TTR Missed: No	4.26
INC000000590946	Julienne Rhees	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590962	lilian gilbert	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000590967	Mindy Kelsey	Network	Password	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	
INC000000590975	Lisa Peek	None	None	None	TIR Missed: No	0.11
	ORS Adobe Support	Justin Rasmussen	Human Services	Low Closed	TTR Missed: No	0.43
INC000000590983	Nicole Thacker	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.14
INC000000590999	Linda Boyd-Melancon	Network	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591004	Rob S Jones	PC/Laptop	Error	None	TIR Missed: No	0.11
	Metro C Desktop Support	Tammy Black	Human Services	Low Closed	TTR Missed: Yes	19.91
INC000000591011	Kerry Hedin	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.35
INC000000591018	Dionn Nielsen	PC/Laptop	Hardware	None	TIR Missed: No	0.11
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	0.13
INC000000591019	Claire Mantonya	Application	Password	PGP	TIR Missed: No	0.29
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	0.35
INC000000591029	Dan Barrett	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000591030	Jody Eby Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591044	Allyson Dopp Metro B Help Desk	Mainframe Gary Graham	Password Human Services	BlueZone Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591047	Loretta Galvan Rural Central Desktop Support	Print/Copy/Scan/Fax Robert Case	Incident Human Services	None Low	TIR Missed: No TTR Missed: No	0.66 0.66
INC000000591048	George Motte Metro B Help Desk	Network Todd Manning	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.25 0.29
INC000000591049	Marcy Jensen Metro B Help Desk	Application Val Shepherd	None Human Services	Mozilla Firefox Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591060	Mark Robertson Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591064	paige schultz Metro B Help Desk	None Gary Graham	None Human Services	PGP Low	TIR Missed: No TTR Missed: No	0.00 0.18
INC000000591065	Nicole Thacker Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591069	Dennis Brooks Rural Central Desktop Support	PC/Laptop Jeremy Standifird	Performance Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.87
INC000000591073	Amy Graham Metro B Help Desk	Application Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.29 0.98
INC000000591083	Kerry Hedin Help Desk	PC/Laptop Brenda Treadway	Error Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591093	Cheryl Schilling Rural North Desktop Support	None Neil Smedley	None Human Services	None Low	TIR Missed: No TTR Missed: Yes	0.00 6.77
INC000000591094	Adrian Martinez Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591103	Linda Boyd-Melancon Metro C Help Desk	None Ross Owen	None Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.00 1.06
INC000000591113	Palmer Depaulis Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591116	Linda Martinez Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000591130	Peggy Major Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.24 0.37

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INC000000591131	Linda Murray	Application	Password	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591132	Claire Rolfe	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591142	Dan Brennan	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.07
INC000000591160	Charlene Wilde	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591161	Maryanne Fa	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591164	Kerry Hedin	Network	Error	None		TIR Missed: No	0.13
	Metro C Desktop Support	Ken Knobel	Human Services	Low	Closed	TTR Missed: No	0.55
INC000000591170	Robert Pierce	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591173	Mandy Caswell	Application	Reporting	Novell GroupWise		TIR Missed: Yes	1.08
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.12
INC000000591183	Robert Pierce	PC/Laptop	None	None		TIR Missed: No	0.37
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.37
INC000000591185	Fanu Ulugalu	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591222	Sally Ellison	Application	None	Microsoft Windows XP Professional		TIR Missed: No	0.24
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000591228	Michele Thomas	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591240	Donna Leighton	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591241	Toni V Wardle	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591248	Jessica Gallegos	Application	None	Adobe Connect		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591252	Jody Eby	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591256	Angie Romero	Application	Error	Content Manager		TIR Missed: No	0.68
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	2.48

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Human Services

INC000000591258	Nicole Nielsen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591260	Nicole Nielsen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591261	Nicole Nielsen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591262	Nicole Nielsen Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591264	Doris Prettyman Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.71 0.71
INC000000591273	Kay Layton Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.03 0.07
INC000000591281	Traci Wilde Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591285	Xavier Tisdol Metro C Help Desk	None Ross Owen	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591293	Teri Erickson Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.06 0.22
INC000000591297	Jeri Boyle Metro C Help Desk	Application Reed Stohel	Password Human Services	Citrix ICA Client Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591302	Jedediah Buys Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591325	Jody Eby Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591326	Janis Widdison Metro B Help Desk	Network Val Shepherd	None Human Services	Novell ConsoleOne Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591354	Joseph Kruse Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00
INC000000591365	Tonya Smith Rural Central Desktop Support	PC/Laptop Robert Case	Error Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.52 0.52
INC000000591367	Billie Bell Metro B Desktop Support	Application Mike Wilde	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.13 0.24
INC000000591368	Lisa Hurlbert Metro B Help Desk	None Todd Manning	None Human Services	None Low	TIR Missed: No Closed TTR Missed: No	0.00 0.00

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INC000000591382	Stephanie Rentmeister	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591388	Abigail Bodily	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591389	Natalie Stoddard	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591390	Mechel Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591402	Lisa Peek	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591408	Lonni H. Sanchez	None	None	None		TIR Missed: No	0.32
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.01
INC000000591419	Sheri DeVore	Application	Password	Citrix ICA Client		TIR Missed: No	0.05
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.17
INC000000591422	Janene Parry	Application	None	Novell GroupWise		TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.18
INC000000591428	Marcie A Johnson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591429	Tia Clay	Telecom	Call/Receive	Telephone		TIR Missed: No	0.87
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.87
INC000000591447	Marc Plumb	Application	Password	Utah Master Directory		TIR Missed: No	0.09
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000591449	Courtney Shakespear	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591469	Tausoa Snead	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591486	Amanda Vasquez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591491	Lisa Bruno	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591498	Sekone Tapu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591506	Joe Torres	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00

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Human Services

INC000000591532	Jill Nielsen	Application	Password	Utah Master Directory	TIR Missed: No	0.95
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	1.34
INC000000591543	Jill Nielsen	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591550	Brittnie Ivie	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591558	Susan Johnson	None	None	None	TIR Missed: No	0.00
Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.33
INC000000591563	Jamie Wilson	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591573	Charlene Clayton	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591591	Mary Ferrell	None	None	eFIND/eSHARE	TIR Missed: No	0.00
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000591615	Madalene Manno	Network	Password	None	TIR Missed: No	0.00
Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591616	Desiree Barber	None	None	None	TIR Missed: No	0.00
Salt Lake Data Center Operations	Gerard Russell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591617	Tiffani Pace	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591622	Philip Vein	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591624	Debbie Woodward	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.62
INC000000591651	Eva Clarke	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591664	Ken Matheson	Application	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.66
INC000000591668	Marian Nielson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591675	Nancy Newman	None	None	None	TIR Missed: No	0.43
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000591677	Marian Nielson	Telecom	Voice Mail	None	TIR Missed: No	0.06
Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.64

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Human Services

INC000000591697	Maria Justice	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591698	Trudy Decantu	Application	Password	Citrix ICA Client	TIR Missed: No	0.51
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	3.23
INC000000591702	Nicole Nielsen	Telecom	Call Management	None	TIR Missed: No	0.46
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.46
INC000000591709	Maria Justice	PC/Laptop	None	None	TIR Missed: No	0.57
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.72
INC000000591716	Johnathan Rowley	Telecom	Call Management	None	TIR Missed: No	0.20
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.20
INC000000591722	Levi Veo	Telecom	Call Management	None	TIR Missed: No	0.47
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.47
INC000000591724	Andrew Ritter	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591725	Anna Cervantes	None	None	None	TIR Missed: No	0.53
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	1.54
INC000000591727	Ronald F Jacobson	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.60
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.68
INC000000591739	Aimee N Duvall	Telecom	Call Management	None	TIR Missed: No	0.25
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.25
INC000000591745	Taunica Crump	Telecom	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591759	patricia phillips	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	
INC000000591763	Lisa Olson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591769	Lyndy Benoit	None	None	None	TIR Missed: No	0.15
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	4.91
INC000000591772	Lisa Olson	Network	None	None	TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.62
INC000000591773	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591786	Susan Riggs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000591788	Leann Wilber	Network	None	Office of Recovery Services Inf	TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.09
INC000000591816	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591824	Darla Caldwell	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591831	Dan Choate	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.63
INC000000591836	Eva Clarke	Application	Error	Novell Messenger	TIR Missed: Yes	1.05
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.19
INC000000591839	Violet Secrest	None	None	None	TIR Missed: No	0.27
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.28
INC000000591845	Mary Jensen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591850	Arnell Wamsley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591856	Rodney Karr	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	1.08
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.18
INC000000591860	Lisa D Evans	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591869	Billie Bell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591878	Trudy Decantu	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591892	Violet (marie) Cowley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591924	Amanda Burtenshaw	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591925	Salvador Mendez	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.21
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.25
INC000000591926	Holly Watson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000591934	Kira Pedroza	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000591940	Jacey O'Bray	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591941	Annita Kendall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591947	Kjersty Olsen	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591948	Joseph Kruse	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591954	Ahmed Samatar	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	1.98
INC000000591971	Brooks Burr	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000591981	Sarah Jane Laursen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592008	Gloria Whitesides	Network	None	Adobe Connect		TIR Missed: No	0.67
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000592022	Paul Jordan	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592028	Kristy Walker	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592029	Ernest Cuatto	Network	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.61
INC000000592035	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.26
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Closed	TTR Missed: No	0.63
INC000000592040	Jody Eby	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592046	Robert Gordon	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.11
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000592052	Kelly Richards	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592058	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592074	Sabrina Fivas	Application	None	SAFE		TIR Missed: Yes	1.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.11

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INC000000592082	Janetta Galloway	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592083	Paul Arnold	Mobile Devices	None	Droid		TIR Missed: No	0.02
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.67
INC000000592084	Kingi Tonga	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592086	Kingi Tonga	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592098	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592127	Carol Myers	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592134	Julie Snell	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592161	Christopher Quintana	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592175	Kathryn Alleman	Application	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592179	Philip Vein	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592194	Marilyn Allred	None	None	None		TIR Missed: No	0.00
	Metro A Hosting	Keith Scholl	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592196	January Larsen	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592236	Luke Bateman	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592246	Steve Long	Application	Reporting	None		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000592257	Paul Maynard	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592261	Barbara Ruff	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.02
INC000000592262	Pearl Setoki	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000592285	Ruth Wilson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000592299	Mark Harward	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592327	Barry Richards	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592328	Kerry Fannin	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Closed	TTR Missed: No	1.63
INC000000592329	Heather Casutt	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592366	Lisa Aragon	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592373	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592379	John Lagrone Jr	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592384	Mark Strebel	Storage	Virtual Machine	None		TIR Missed: No	0.11
	Metro B Hosting	Paul Engberson	Human Services	Low	Closed	TTR Missed: No	0.42
INC000000592388	Clarice Garcia	Application	Password	Citrix ICA Client		TIR Missed: No	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.45
INC000000592396	Heather Holbrook	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592406	Mary C Blackburn	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592428	Janis Widdison	Network	None	None		TIR Missed: No	0.84
	Network Operations	Dave Bodily	Human Services	Medium	Closed	TTR Missed: Yes	4.11
INC000000592439	Fred Kaufusi	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592450	Jenell Effinger	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592452	Heather Pearce	Application	Reporting	PGP		TIR Missed: No	0.68
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	2.37
INC000000592459	Kari Korous	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000592462	Steven Cox Help Desk	Network James Stearns	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00
INC000000592463	Kathryn Gerbich Rural North Desktop Support	PC/Laptop Ruston McKay	Performance Human Services	None Low	TIR Missed: Yes TTR Missed: No	1.03 1.04
INC000000592473	Mark Scott Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592475	Mark Robertson Metro B Help Desk	None Val Shepherd	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592487	Terrie Basinger Metro B Help Desk	Application Val Shepherd	None Human Services	State Payroll Time Entry System Low	TIR Missed: No TTR Missed: No	0.58 1.14
INC000000592493	Lisa Aragon Metro B Help Desk	Application Val Shepherd	None Human Services	IPCC Express Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592494	Lori Ramos Metro B Desktop Support	Application Jay Locker	None Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.16 0.16
INC000000592526	Heather Casutt Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592528	Amber McCoy Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Information Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592541	Patty Reed Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592546	Beverly Clark Metro B Desktop Support	PC/Laptop Annice Valdez	Hardware Human Services	None Low	TIR Missed: No TTR Missed: No	0.05 0.06
INC000000592553	Tia Clay Voice Operations	Telecom Romanza Hamblin Sorensen	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.41 0.41
INC000000592554	Ella Lopez Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592565	Justina Flesher Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No TTR Missed: No	0.28 0.28
INC000000592568	Clarice Garcia Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592578	Penny Rice Metro C Help Desk	Print/Copy/Scan/Fax Reed Stohel	Queue Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000592581	Justina Flesher Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.05 0.06

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INC000000592596	Whitney Dietlein	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.15
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000592600	Michelle Rawlinson	Application	None	ZENworks for Desktops		TIR Missed: No	0.70
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	4.14
INC000000592602	Violet Secrest	PC/Laptop	None	None		TIR Missed: No	0.60
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.64
INC000000592620	Bonnie E Martineau	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.79
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000592623	Denys Fedotov	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592627	Cheryl Sorensen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592628	Kimberly Saxton	Application	None	Microsoft Access		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592639	Jeanmarie Morris	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592640	Susan Hendy	PC/Laptop	None	None		TIR Missed: Yes	1.15
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.15
INC000000592643	Tim Mcomber	Mobile Devices	Error	Droid		TIR Missed: Yes	3.14
	Application Services	Danielle Hood	Human Services	Low	Closed	TTR Missed: No	4.59
INC000000592645	Tamera Weis	PC/Laptop	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.06
INC000000592647	Kimberly Saxton	Application	None	Microsoft Access		TIR Missed: Yes	2.43
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	2.43
INC000000592655	Brion Terry	Application	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592679	Natalie Holt	PC/Laptop	Error	None		TIR Missed: Yes	1.01
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	1.01
INC000000592683	Steven Cox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592684	cody sorensen	Application	Error	PGP		TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low	Closed	TTR Missed: No	0.16
INC000000592685	KC Whittaker	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000592690	cody sorensen	Application	Error	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Rod Montoya	Human Services	Low Closed	TTR Missed: No	0.10
INC000000592694	Rachel Beecher	Application	None	Content Manager	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592696	Kori Richins	Application	Password	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592705	Julie Williams	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592707	Linda Prince	None	None	None	TIR Missed: No	0.20
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	1.84
INC000000592709	Heather Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592712	Justina Flesher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.41
INC000000592717	Joye Downey	Application	Error	eFIND/eSHARE	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Closed	TTR Missed: No	0.20
INC000000592725	Julie Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592729	Annette Babisz	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592731	Palmer Depaulis	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592734	Savanna Allred	Network	None	Novell ConsoleOne	TIR Missed: No	0.23
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Closed	TTR Missed: No	2.43
INC000000592743	Kati Wheatley	Application	Password	DB2 Query Management Facilit	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592745	George Motte	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592757	Courtney Shakespear	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592774	Savanna Allred	Network	Incident	None	TIR Missed: No	0.40
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.40
INC000000592775	Peggy Major	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000592781	Julie Williams	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592809	lilian gilbert	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592815	Tom Sullivan	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592829	Maria Alvarado-Gomez	Application	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592830	Michelle Rawlinson	Application	None	SAFE		TIR Missed: No	0.29
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	2.07
INC000000592831	Mark Scott	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.36
INC000000592835	Jody Rushton-Porter	Application	None	Adobe Flash		TIR Missed: No	0.35
	Metro B Desktop Support	Jay Locker	Human Services	Low	Closed	TTR Missed: No	0.51
INC000000592836	Tamie Hamblin	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592838	Judy Hammer	Application	Password	Citrix ICA Client		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000592840	Judy Hammer	Application	Error	PGP		TIR Missed: No	0.24
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000592847	Rick H Hansen	Network	None	None		TIR Missed: No	0.47
	Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	1.79
INC000000592854	Kori Richins	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592871	Sharla Bayles	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592889	Sherri Hernandez	Application	Password	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592896	Michelle Cintron	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.12
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.21
INC000000592899	Mary Burgener	Application	Password	Office of Recovery Services Inf		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000592908	Charlyn Child	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000592921	Anthony A Romero	Application	Error	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592922	Scott Olsen	Network	Error	Novell Client for 32-bit Windows	TIR Missed: Yes	2.02
Metro B Help Desk	Val Shepherd	Human Services	Human Services	Low Closed	TTR Missed: No	2.05
INC000000592945	Mary Jensen	Application	Error	None	TIR Missed: No	0.00
Metro B Desktop Support	Jay Locker	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592949	Lisa St Louis	Application	Password	Utah Master Directory	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592955	Brion Terry	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592957	Cynthia Akins	None	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Jessica Purcell	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592959	Scott Eyre	Application	Error	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592966	Candace Torgerson	PC/Laptop	None	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592968	Bobbette Shepard	Network	Password	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592970	Dixie Quarnberg	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
Rural South Desktop Support	Lance Nay	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000592982	Mel Huefner	None	None	None	TIR Missed: No	0.00
Metro B Desktop Support	Anthony Booyse	Human Services	Human Services	Low Closed	TTR Missed: No	1.05
INC000000593020	Maxine Nelson	Application	Error	Novell GroupWise	TIR Missed: Yes	1.52
Rural Central Desktop Support	Robert Case	Human Services	Human Services	Low Resolved	TTR Missed: No	1.52
INC000000593025	Laura Pare	Network	Password	Novell Client for 32-bit Windows	TIR Missed: Yes	1.49
Metro B Help Desk	Val Shepherd	Human Services	Human Services	Low Closed	TTR Missed: No	1.49
INC000000593033	Mary Ferrell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593047	Vickie Long	PC/Laptop	None	None	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Human Services	Low Resolved	TTR Missed: Yes	9.00
INC000000593051	Nancy Gould	Application	None	Novell GroupWise	TIR Missed: No	0.00
Rural Central Desktop Support	Paul Petersen	Human Services	Human Services	Low Closed	TTR Missed: No	1.08
INC000000593052	Susan Eddy	None	None	Novell Messenger	TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000593058	Gaye Bluemel Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593062	Karla Kallas Rural Central Desktop Support	PC/Laptop Paul Petersen	Password Human Services	None Low	TIR Missed: Yes TTR Missed: No	1.14 1.14
INC000000593063	Judy Hafen Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593069	Nathan Steimle Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	TIR Missed: Yes TTR Missed: No	1.02 1.09
INC000000593121	Julie Taylor Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593134	Gladys Davis Rural North Desktop Support	None Ruston McKay	None Human Services	Cisco AnyConnect VPN Client Low	TIR Missed: No TTR Missed: No	0.34 1.23
INC000000593136	Jennifer Jamalkowski Rural Central Desktop Support	PC/Laptop John Donaldson	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.23 1.15
INC000000593137	Angela Schmith Metro B Desktop Support	None Annice Valdez	None Human Services	Internet Explorer Low	TIR Missed: No TTR Missed: No	0.08 0.87
INC000000593138	Scott Campbell Voice Operations	Telecom Romanza Hamblin Sorensen	Hardware Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.27 0.27
INC000000593141	Lori Ramos ORS Content Manager	None Dan Barrett	None Human Services	Content Manager Low	TIR Missed: Yes TTR Missed: No	1.42 1.42
INC000000593148	Lorri Steadman Voice/Data/WAN Services	Telecom Art Scott	Call/Receive Human Services	Telephone Low	TIR Missed: No TTR Missed: No	0.24 2.57
INC000000593149	John-Paul Salisbury Rural Central Desktop Support	None John Donaldson	None Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No TTR Missed: No	0.91 1.62
INC000000593161	Marac Steed Metro B Help Desk	None Gary Graham	None Human Services	None Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593163	Coby Drake Metro B Help Desk	Application Val Shepherd	None Human Services	RSA SecurID Software Token Low	TIR Missed: No TTR Missed: No	0.55 0.65
INC000000593164	Mike Butkovich Metro B Desktop Support	None Mike Wilde	None Human Services	CapNet Low	TIR Missed: No TTR Missed: No	0.23 0.32
INC000000593171	Kimia Prince Metro B Help Desk	Application Val Shepherd	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000593182	Shannon Sirkel Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	TIR Missed: No TTR Missed: No	0.36 0.49

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INC000000593189	Gladys Davis	Application	Error	Cisco AnyConnect VPN Client	TIR Missed: No	0.26
	Network Operations	Jeff Reed	Human Services	Low Closed	TTR Missed: No	0.26
INC000000593195	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593200	Anna Reposa	Telecom	Call Management	None	TIR Missed: No	0.45
	Rural South Desktop Support	Cheri Oldham	Human Services	Low Resolved	TTR Missed: No	0.45
INC000000593202	Renee Hardacker	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593210	Justina Flesher	None	None	None	TIR Missed: No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	1.09
INC000000593214	Patty Reed	None	None	QuickBooks	TIR Missed: No	0.76
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.76
INC000000593230	Rebecca Collier	Application	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593231	DeAnn Karratti	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593234	Victoria A. Peterson	None	None	Canon Digital Camera	TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low Closed	TTR Missed: No	1.46
INC000000593244	Laura Roe	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593250	Vicky Turner	Application	None	Microsoft Word	TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.22
INC000000593252	Jan Grant	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593265	Leann Wilber	None	None	None	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.11
INC000000593269	Derek Frye	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593277	Patricia Hartzell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593292	Kent Karren	PC/Laptop	Hardware	None	TIR Missed: No	0.41
	Metro B Desktop Support	Cindy Reed	Human Services	Low Closed	TTR Missed: No	3.49
INC000000593302	Stephanie Kenney	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000593307	Shari Mexican	PC/Laptop	None	None		TIR Missed: No	0.59
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.59
INC000000593310	Jeanine Taylor	None	None	Gmail		TIR Missed: No	0.15
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Closed	TTR Missed: No	0.85
INC000000593326	David Richardson	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593331	Julie Taylor	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593332	Scott Hodges	Application	None	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593339	Ramon Jimenez	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593350	Kathy Butt	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593352	Tamie Hamblin	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593354	Lisa Packard	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593370	Amanda L Johnson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593371	Susan Mories	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593393	Linda Boyd-Melancon	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.40
INC000000593411	Lisa Aragon	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593421	Justina Flesher	Network	None	None		TIR Missed: Yes	1.37
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.83
INC000000593424	Mark Scott	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.04
INC000000593443	Jeanne Godfrey	None	None	iPhone		TIR Missed: No	0.24
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	1.67
INC000000593450	Todd Thayn	None	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.07

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Human Services

INC000000593456	Aubrey Myers	Application	None	SAFE		TIR Missed: No	0.08
Help Desk	Eileen Dubach	Human Services	Low	Closed	TTR Missed: No	0.08	
INC000000593458	Delma Martinez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593459	John H Thompson	Application	Reporting	Office of Recovery Services Infc		TIR Missed: No	0.23
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.39	
INC000000593465	Lori Orton	Mobile Devices	Error	Droid		TIR Missed: Yes	1.01
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.19	
INC000000593466	Geraldine Apel	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593471	Patrice Dozier	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.06
Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.07	
INC000000593489	Laura Roe	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Ryan Casey	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593492	Jamie Van Noy	Application	Reporting	Action Request System		TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593500	Kalynn Palacios	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593503	Samuel Giovanini	PC/Laptop	None	None		TIR Missed: No	0.59
Rural Central Desktop Support	Troy Morris	Human Services	Low	Closed	TTR Missed: No	0.61	
INC000000593510	Suzanne Brittain	None	None	None		TIR Missed: No	0.00
Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593512	Stacey Gleed	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593514	Lamont Felt	None	None	None		TIR Missed: No	0.00
Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593521	Susan Lindberg	None	None	None		TIR Missed: Yes	1.07
Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	1.07	
INC000000593529	Patricia Madrid	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593530	Darce Afuvai	None	None	None		TIR Missed: No	0.00
Rural North Desktop Support	Lori Hartzell	Human Services	Low	Closed	TTR Missed: No	0.00	
INC000000593532	Andrew Ritter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00	

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INC000000593544	Stephanie Kenney	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593555	Donelle Clements	None	None	None		TIR Missed: No	0.31
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Closed	TTR Missed: No	0.68
INC000000593571	Gladys Davis	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593575	Christy Van Buskirk	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.39
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.51
INC000000593592	Mary Jensen	None	None	None		TIR Missed: No	0.29
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000593607	Gladys Davis	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593611	Gladys Davis	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593620	Michelle Cintron	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593626	Ivana Meandzija	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593628	Daniela Caldwell	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593632	Jolene Durrant	Application	None	Novell GroupWise		TIR Missed: No	0.76
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.79
INC000000593637	Aimee N Duvall	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.16
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000593649	Linda Long	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593663	Nancy Stucki	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593666	Aimee N Duvall	Application	Error	Novell GroupWise		TIR Missed: No	0.29
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	1.47
INC000000593691	Melissa Anderson	Application	Error	SAFE		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593696	Staci Ghneim	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.13

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INC000000593701	Danette L Larsen	None	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Eric Sedgwick	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593736	Mary Jean Allen	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593751	Amanda nelson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593753	Suzanne O'Connell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593770	Kathy Ferreira	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593779	Shannon Weber	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593798	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593802	Tammy Knight	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593803	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.46
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Closed	TTR Missed: No	0.60
INC000000593821	Dolores J. J Demkov	Telecom	Voice Mail	Telephone		TIR Missed: No	0.09
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Closed	TTR Missed: No	0.28
INC000000593823	Jill Richan	Application	Password	Utah Master Directory		TIR Missed: No	0.22
	Help Desk	James Stearns	Human Services	Low	Closed	TTR Missed: No	0.25
INC000000593828	Zeljka Borro	None	None	WinZip		TIR Missed: No	0.07
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Closed	TTR Missed: No	0.10
INC000000593836	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000593855	Danette Faretta-Brady	Mobile Devices	Error	Novell GroupWise		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000593862	Patrice Dozier	Application	Password	Content Manager		TIR Missed: No	0.23
	ORS Content Manager	Dan Barrett	Human Services	Low	Closed	TTR Missed: No	0.23
INC000000593892	Janis Widdison	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000593894	Janis Widdison	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00

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INC000000593899	Justina Flesher	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.49
INC000000593918	Cody Sorensen	Application	Reporting	Action Request System	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593939	Eva Clarke	None	None	None	TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low Closed	TTR Missed: No	0.10
INC000000593942	Gordon Gunn	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593943	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593951	Tricia Haslam	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.10
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	2.01
INC000000593953	Cynthia Vitko	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593955	Ivana Meandzija	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593966	Tonya Smith	Application	None	None	TIR Missed: No	0.75
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	0.75
INC000000593978	Gaylene Thomas	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593979	Mike Butkovich	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.33
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	1.31
INC000000593980	Luanne Endres	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593981	Beverly Clark	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000593983	Sandra Johnston	Application	None	Adobe Reader	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594025	Janis Nielson	Application	Password	Utah Master Directory	TIR Missed: No	0.18
	Help Desk	James Stearns	Human Services	Low Closed	TTR Missed: No	0.18
INC000000594026	Elyse Martin	Application	Password	Utah Master Directory	TIR Missed: No	0.22
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.22
INC000000594031	John-Paul Salisbury	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00

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INC000000594034	Christy Van Buskirk	None	None	None		TIR Missed: No	0.23
	Application Services	Tony Larsen	Human Services	Low	Closed	TTR Missed: No	2.20
INC000000594035	Melissa Putnam	Network	None	Novell ConsoleOne		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.39
INC000000594037	Marian Nielson	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Closed	TTR Missed: No	
INC000000594049	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594051	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594056	John Witham	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594058	Jennifer Jamalkowski	None	None	None		TIR Missed: No	0.22
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000594060	Catherine Worthington	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594067	Corrie Miera	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594068	Janetta Galloway	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594072	Catherine Worthington	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594080	Janetta Galloway	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594081	Megan Colette	Application	Password	Utah Master Directory		TIR Missed: No	0.14
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000594086	Preston Freitas	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594091	Loretta Campbell	None	None	Adobe Acrobat		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.97
INC000000594094	Carrie Worthen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594099	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.08
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.08

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INC000000594103	Kelli Karpakis	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594105	Charlene Wilde	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594118	Curtis Giles	None	None	None	TIR Missed: No	0.59
	Application Services	Danielle Hood	Human Services	Low Closed	TTR Missed: No	4.00
INC000000594126	Tricia Aragon	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594134	Valerie King	None	None	None	TIR Missed: No	0.36
	Rural Central Desktop Support	Robert Case	Human Services	Low Closed	TTR Missed: No	1.09
INC000000594142	Emily Roberts	None	None	None	TIR Missed: No	0.06
	Metro B Desktop Support	Mike Wilde	Human Services	Low Closed	TTR Missed: No	0.44
INC000000594153	Heather Wilson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.20
	Metro B Help Desk	Gary Graham	Human Services	Low Closed	TTR Missed: No	0.38
INC000000594167	Spencer Hall	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.06
INC000000594176	Sandy Baxter	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Closed	TTR Missed: No	0.24
INC000000594181	June Kohles	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594182	Jacob Moore	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594199	Kimberly Hyde	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594201	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594203	Stephanie Smith	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594204	Ahmed Samatar	Application	Error	Novell GroupWise	TIR Missed: No	0.73
	Metro B Help Desk	Todd Manning	Human Services	Low Closed	TTR Missed: No	0.85
INC000000594216	Boni Seals	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00
INC000000594240	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Closed	TTR Missed: No	0.00

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Human Services

INC000000594266	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594275	Janis Widdison	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594276	Janis Nielson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594289	Becky L Johnson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.21
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000594293	Eva Clarke	Application	Error	Mozilla Firefox		TIR Missed: No	0.13
	Metro B Help Desk	Todd Manning	Human Services	Low	Closed	TTR Missed: No	0.24
INC000000594298	Mark E Ward	Telecom	Hardware	Telephone		TIR Missed: No	0.09
	Voice/Data/WAN Services	Spencer Blodgett	Human Services	Low	Closed	TTR Missed: No	0.26
INC000000594300	Susan Bowman	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594303	Janet Hongsyvilay	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594304	Mary C Blackburn	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594305	Kyle Lancaster	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Closed	TTR Missed: No	0.00
INC000000594317	Roberta Myren	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.31
	Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	1.05
INC000000594337	Nyle Bennett	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.25
	Application Services	Dustin Crump	Human Services	Low	Closed	TTR Missed: No	0.29
INC000000594395	JoAnn Maxwell	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000594420	Carla Ball	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	5.66
INC000000594421	Susan Mories	Application	Reporting	Novell GroupWise		TIR Missed: No	0.06
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000594429	James Eskelsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.34
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000594435	Lisa Peek	None	None	RSA SecurID Software Token		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000594440	Kehlie Gomez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594442	Peggy Thacker	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	2.28
INC000000594444	Luara Mair	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	2.31
INC000000594457	Karla Kallas	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594459	Jamie Babbel	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594460	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594469	Janice Dabling	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594478	Rodney Karr	Network	Incident	None		TIR Missed: No	0.55
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.55
INC000000594483	Cynthia Gardner	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594484	Jana Redington	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594486	Kim Turner	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594488	Cami Hadley	Application	Password	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594491	Dan Chatterton	Application	Password	Novell GroupWise		TIR Missed: No	0.41
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.45
INC000000594499	Paige Schultz	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594508	Marlow Plumb	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594524	Lauren Judd	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594529	Chris Boswell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000594550	Sandi Evans Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000594554	Heidi Mason Metro B Help Desk	Application Val Shepherd	Password Human Services	PGP Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594556	Amber Schiffman Metro B Help Desk	Application Gary Graham	Error Human Services	ZENworks for Desktops Low	Resolved TIR Missed: No TTR Missed: No	0.08 0.15
INC000000594557	Chris Boswell Metro B Help Desk	Application Gary Graham	Password Human Services	DB2 Query Management Facility Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594559	Clarissa Blackmer Metro C Help Desk	PC/Laptop Reed Stohel	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594561	April Conti Metro B Help Desk	Application Todd Manning	None Human Services	Mozilla Firefox Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594563	Kay Thalman Metro B Help Desk	Application Val Shepherd	None Human Services	Novell GroupWise Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594578	Ashley Petersen Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594583	Stephen Daisson Rural Central Desktop Support	PC/Laptop Robert Case	Performance Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.21 0.21
INC000000594590	Chris Boswell Metro B Help Desk	Application Val Shepherd	Password Human Services	Kofax ImageControls Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594591	Kalynn Palacios Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594592	Kristy Bate Rural Central Desktop Support	None Troy Morris	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.43 1.47
INC000000594594	Cami Hadley Metro B Help Desk	Application Val Shepherd	Password Human Services	DB2 Query Management Facility Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594604	Janet Kinder Help Desk	Mobile Devices Julie VanBeekum	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594618	Shirley Cheney Rural Central Desktop Support	PC/Laptop Robert Case	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.18 0.18
INC000000594620	Cheryl Schilling Metro B Help Desk	None Gary Graham	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000594624	Vicky Turner Metro B Help Desk	Network Val Shepherd	Error Human Services	Novell Client for 32-bit Windows Low	Resolved TIR Missed: No TTR Missed: No	0.09 0.62

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INC000000594628	Dan Barrett	Application	None	Active Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594641	Cristy Davis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594646	Shannon Starley	None	None	Microsoft Windows 7	TIR Missed: No	0.09
	Rural North Desktop Support	Neil Smedley	Human Services	Low Resolved	TTR Missed: No	0.26
INC000000594650	Cindy L Taylor	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	4.22
INC000000594652	Malinda Allred	PC/Laptop	Performance	None	TIR Missed: Yes	1.23
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.23
INC000000594654	Kay Layton	PC/Laptop	Hardware	None	TIR Missed: No	0.36
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.42
INC000000594655	Janna Griffith	PC/Laptop	Performance	None	TIR Missed: No	0.31
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.03
INC000000594657	Amy Graham	Network	Incident	None	TIR Missed: No	0.18
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.18
INC000000594660	Corinne Evans	PC/Laptop	None	None	TIR Missed: No	0.07
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.07
INC000000594671	Taylor Stark	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594674	Dan Barrett	Application	None	Active Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594675	Randy K Oliver	PC/Laptop	Performance	None	TIR Missed: No	0.82
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.82
INC000000594686	Chris Boswell	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594688	Lynn Smith	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.02
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.24
INC000000594702	Karen Hill	Application	Error	Citrix ICA Client	TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.28
INC000000594712	Laureen Wilson	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594714	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000594716	Paul Schaaf	Application	Error	ZENworks for Desktops	TIR Missed: No	0.64
	Metro B Desktop Support	Austin Farey	Human Services	Low Resolved	TTR Missed: No	0.64
INC000000594720	Lory Pond	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594721	Gloria Beagley	None	None	Bomgar	TIR Missed: No	0.67
	Metro C Help Desk	Chris Olson	Human Services	Low Resolved	TTR Missed: No	0.70
INC000000594726	Erma Hawker	Mobile Devices	Error	iPhone	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594732	Christina Humpherys	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594736	Cynthia Akins	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594743	Eva Clarke	Application	None	Novell GroupWise	TIR Missed: No	0.10
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.13
INC000000594745	Don Moss	Application	None	ZENworks for Desktops	TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.46
INC000000594746	Deena Ott	None	None	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000594748	Rebekah Schiffman	Application	Password	None	TIR Missed: No	0.13
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.27
INC000000594752	Jackie Jackson	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594754	Ashley Barton	Mobile Devices	None	None	TIR Missed: No	0.06
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.31
INC000000594763	Kari Bennett	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594775	Angie Ward	Application	Error	Citrix ICA Client	TIR Missed: No	0.13
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.23
INC000000594777	John Macfarlane	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594781	Emilee Moon	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594788	Shannon Black	None	None	State Payroll Time Entry System	TIR Missed: No	0.74
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.74

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INC000000594793	Caron Hunter	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594800	Candice Barber	None	None	None	TIR Missed: No	0.24
	Rural North Desktop Support	Dane Smith	Human Services	Low Resolved	TTR Missed: No	0.24
INC000000594808	June Kohles	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594809	Janet Hongsyvilay	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594811	Preston Freitas	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594812	Faline Iorg	PC/Laptop	None	None	TIR Missed: No	0.74
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.58
INC000000594814	Preston Freitas	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594822	Bonnie E Martineau	Application	None	None	TIR Missed: No	0.42
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	3.77
INC000000594827	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594828	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594829	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594830	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594832	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594833	Jessica Whipple	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594836	Nancy Drozdek	Application	Error	Google Chrome	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000594846	Sandra Gustaveson	Network	None	None	TIR Missed: No	0.66
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.71
INC000000594862	Jennifer Gardner	None	None	None	TIR Missed: No	0.11
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.12

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INC000000594863	Karen Randall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594881	Cristina Pena	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000594882	Sandra Harris	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594883	Evelyn Cloward	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jeremy Standifird	Human Services	Low	Resolved	TTR Missed: No	0.76
INC000000594894	Rodney Karr	Application	Password	Utah Master Directory		TIR Missed: No	0.42
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	1.60
INC000000594898	Madelyn Cuascut	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594907	Adam Ashworth	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594909	Jenny Mendelson	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594931	Chris Boswell	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594933	Cheryl Schilling	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594937	Mark E Ward	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594938	Allyson Dopp	None	None	Microsoft PowerPoint		TIR Missed: No	0.43
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000594939	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594951	Charmaine Bertrand	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594952	Charmaine Bertrand	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Lori Hartzell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594958	Charlyn Child	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000594959	Richard Cheever	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000594996	Frank P Garcia	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595001	Tracie Carmichael	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595002	Tracie Carmichael	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595024	Alicia Koehler	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Resolved	TTR Missed: No	2.48
INC000000595040	Malcolm Sauque	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595059	Paul Gehrke	Application	Error	QuickBooks	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595060	Debbie Koew	Application	Password	Citrix ICA Client	TIR Missed: No	0.01
	Metro B Desktop Support	Cindy Reed	Human Services	Low Resolved	TTR Missed: No	0.41
INC000000595061	Angela Thompson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595065	Kathie Lilenuist	PC/Laptop	None	None	TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.29
INC000000595068	Ayn Averett	Application	None	Citrix ICA Client	TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.42
INC000000595082	Angie Romero	PC/Laptop	Error	None	TIR Missed: No	0.09
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	1.32
INC000000595085	Robert Wimmer	Application	Password	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595092	Danette Faretta-Brady	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595100	Dawn Hollingsworth	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.55
INC000000595101	Tricia Aragon	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595104	Donelle Clements	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595107	Wendy Robles	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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Human Services

INC000000595112	Andrew Ritter Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595119	Ruth Hauser Metro B Help Desk	Application Todd Manning	Password Human Services	PGP Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595121	Janis Nielson Voice Operations	Telecom Romanza Hamblin Sorensen	Voice Mail Human Services	Telephone Low	Resolved TIR Missed: No TTR Missed: No	0.07 0.18
INC000000595124	Zac Christensen Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595129	Sharon Timmons Metro B Help Desk	Application Todd Manning	Password Human Services	Utah Criminal Justice Informatio Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595131	Sosaia Sekona Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000595135	Danielle White Metro B Help Desk	Print/Copy/Scan/Fax Todd Manning	Queue Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595141	Sharla Bayles Metro C Help Desk	None Ross Owen	None Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595143	Sarah Pomeroy Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved TIR Missed: No TTR Missed: No	0.03 0.17
INC000000595153	Angie Romero Metro B Help Desk	PC/Laptop Todd Manning	Error Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595156	Lana Stohl Technical Lead/Project Manager	Application Martin Gonzalez	Error Human Services	Gmail Low	Resolved TIR Missed: No TTR Missed: Yes	0.24 7.52
INC000000595178	Don Noseworthy Rural North Desktop Support	Application Kim Ratushniak	Error Human Services	Microsoft Word Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595179	Kati Wheatley Metro B Desktop Support	Network Annice Valdez	Incident Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.34 0.39
INC000000595181	Jamie John Metro B Help Desk	Application Val Shepherd	None Human Services	Citrix ICA Client Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595187	Lana Stohl Metro A Help Desk	Application Ed Conrad	Error Human Services	Gmail Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.19
INC000000595189	Stacey Torres Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.00 0.00
INC000000595192	Randy Jones Rural Central Desktop Support	PC/Laptop Troy Morris	Hardware Human Services	None Low	Resolved TIR Missed: No TTR Missed: No	0.22 0.34

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Human Services

INC000000595197	Lisa Aragon	Application	Error	Java Platform SE	TIR Missed: No	0.48
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.55
INC000000595209	Janis Nielson	Telecom	Voice Mail	Telephone	TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	0.82
INC000000595213	Jeanmarie Morris	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595222	Jana Darling	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595238	Lyra Woods	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.10
INC000000595245	Salvador Mendez	Application	None	ZENworks for Desktops	TIR Missed: No	0.19
	Metro B Desktop Support	Mike Wilde	Human Services	Low Resolved	TTR Missed: No	0.91
INC000000595249	Rene Barrera	Application	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595250	Vicky Turner	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.77
	Metro B Desktop Support	Mike Wilde	Human Services	Low Resolved	TTR Missed: No	0.83
INC000000595254	Shancie Nance	None	None	None	TIR Missed: No	0.60
	Metro B Hosting	James Gramse	Human Services	Low Resolved	TTR Missed: No	0.71
INC000000595259	Bonnie Francis	Telecom	Call/Receive	None	TIR Missed: No	0.20
	Voice/Data/WAN Services	T Artis	Human Services	Low Resolved	TTR Missed: No	0.61
INC000000595267	Keli Mattinson	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595275	Lesmarie Purcell	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595276	Don Campbell	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.11
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.15
INC000000595280	Wendy Gore	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595281	Sharon Timmons	PC/Laptop	Hardware	None	TIR Missed: No	0.36
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.36
INC000000595293	Dayna Martinsen	PC/Laptop	Hardware	None	TIR Missed: No	0.24
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	1.71
INC000000595294	Kelsie Tomlinson	None	None	None	TIR Missed: Yes	1.50
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	1.50

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Human Services

INC000000595296	Mary Burgener	Application	Password	None		TIR Missed: No	0.11
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000595300	Dan Barrett	Application	Password	Active Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595309	Liesa Stockdale	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595312	Sabra Fonua	Application	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595314	Kathie Lilenquist	PC/Laptop	None	None		TIR Missed: No	0.20
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000595327	Julie Mortensen	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	
INC000000595329	Justina Flesher	Network	None	Novell ConsoleOne		TIR Missed: No	0.57
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000595330	Julia Kolovich	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595334	Robert Snarr	Application	Error	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595352	Jared Bond	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595355	Kristy Walker	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595357	Lindsey Call	Application	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595358	Nichol Tidwell	Wireless Connectivity	Error	None		TIR Missed: Yes	2.12
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	2.12
INC000000595361	Julie Craner	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595372	Scott Povey	None	None	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595379	Cameron Cline	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595386	Eva Clarke	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000595402	Justina Flesher	Network	None	None		TIR Missed: No	0.25
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000595409	John Macfarlane	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595411	Justina Flesher	Network	None	None		TIR Missed: No	0.06
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000595414	Lory Pond	None	None	Utah Master Directory		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595416	Sara Moon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595419	Stephanie Bezyack	Application	None	Adobe Flash		TIR Missed: No	0.10
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000595445	Caron Hunter	Network	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595453	Sherri Carter	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595507	Alexander Mason	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595514	Michelle Perez	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595531	Mary McEwan	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595557	Monica Kitchens	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595566	Timothy Herzog	Application	Reporting	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595569	Richard Cheever	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Neil Smedley	Human Services	Low	Resolved	TTR Missed: No	0.89
INC000000595572	Ernest Cuatto	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595576	Gregg Julian	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595578	Gregg Julian	Application	Error	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000595588	Timothy Herzog	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Stephanie Young	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595589	Alden Carroll	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595595	Robert Jowett	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595601	Mary McEwan	Network	Password	Novell eDirectory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595604	Val Bonnett	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595608	Amanda nelson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595614	Stacey Gleed	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595617	Devon Gere	Application	None	Gmail	TIR Missed: No	0.57
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low Resolved	TTR Missed: No	0.71
INC000000595621	Bonnie Northrup	Application	None	BlueZone	TIR Missed: No	0.36
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.36
INC000000595622	Justina Flesher	None	None	None	TIR Missed: No	0.32
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.33
INC000000595623	Anita L Williams	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.83
INC000000595629	Melanie Rasmussen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595632	Susan Riggs	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595637	Kerry Hedin	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.89
INC000000595644	Anita L Williams	Telecom	Voice Mail	Telephone	TIR Missed: No	0.07
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	1.86
INC000000595647	Karen Andersen	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595657	Melanie Rasmussen	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000595660	Ed Conley	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595663	Bryan Povey	PC/Laptop	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595669	Polly Gregson	Application	None	Novell GroupWise	TIR Missed: No	0.00
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595670	Erma Hawker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595677	Nancy Lee	PC/Laptop	None	None	TIR Missed: No	0.31
Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	1.00
INC000000595686	Lori Orton	Mobile Devices	None	Droid	TIR Missed: No	0.05
Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	1.97
INC000000595698	Melanie Rasmussen	Application	Error	IPCC Express	TIR Missed: No	0.14
Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000595710	Bryan Povey	Mobile Devices	Error	Droid	TIR Missed: No	0.14
Help Desk	Sarah Johnson	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000595717	Carol Powell	None	None	Adobe Flash	TIR Missed: No	0.07
Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000595721	Polly Gregson	PC/Laptop	None	None	TIR Missed: No	0.17
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000595734	Alan R Misbach	PC/Laptop	Error	None	TIR Missed: No	0.08
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000595735	Shawna Peterson	None	None	None	TIR Missed: No	0.11
Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000595746	Warren Malupo	Application	Reporting	PGP	TIR Missed: No	0.38
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000595749	Bonnie Northrup	None	None	None	TIR Missed: No	0.00
Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595760	Vicky Turner	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.67
Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.44
INC000000595766	Stan Allan	Mobile Devices	Error	Droid	TIR Missed: Yes	1.29
Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	1.34
INC000000595772	Marty Shannon	None	None	None	TIR Missed: No	0.18
Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.18

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INC000000595776	Scott Abeyta	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595778	Douglas Nelson	Telecom	None	None	TIR Missed: No	0.32
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	1.60
INC000000595782	Rebecca Mullan	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Christie Burnham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595790	A Sue Taylor	None	None	None	TIR Missed: No	0.38
	Metro C Desktop Support	Ken Knobel	Human Services	Low Resolved	TTR Missed: Yes	6.78
INC000000595803	Patricia Graff	Network	Error	None	TIR Missed: No	1.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.05
INC000000595809	Karin A Armstrong	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595815	Ryan Johnston	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595837	Charity Burnside	Application	None	State Payroll Time Entry System	TIR Missed: No	0.81
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.06
INC000000595854	Amber Schiffman	Mobile Devices	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595856	Julia Kolovich	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595860	Nancy Drozdek	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595864	Rebel Smith	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595865	Debbie Stevens	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595877	Anita L Williams	Network	Password	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000595887	Lena Morgan	PC/Laptop	None	PGP	TIR Missed: No	0.26
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Resolved	TTR Missed: No	0.67
INC000000595893	Tonya Smith	Application	None	Gmail	TIR Missed: No	0.13
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.21
INC000000595907	Roberta Myren	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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Human Services

INC000000595916	Lory Pond	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595926	Sosaia Sekona	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595943	Thelma Poulson	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595956	Jeffery Schofield	PC/Laptop	Performance	None		TIR Missed: Yes	1.50
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	1.79
INC000000595958	Cami Hadley	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595961	Simanua Tiatia	None	None	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595963	Michael Styles	Application	Error	Novell GroupWise		TIR Missed: No	0.61
	Metro B Desktop Support	Stephanie Young	Human Services	Low	Resolved	TTR Missed: No	4.39
INC000000595973	Sosaia Sekona	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595976	Jennifer Gardner	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595978	Darrin Judd	Application	None	Internet Explorer		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000595989	Janice Oswald	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596000	Ashley Hughes	PC/Laptop	Password	None		TIR Missed: No	0.45
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	3.02
INC000000596017	Jennie Olson	Network	Performance	None		TIR Missed: No	0.19
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000596020	Elaine Jimenez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.94
INC000000596022	Priya Noronha Ellwood	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	2.92
INC000000596043	Traci Barker	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low	Resolved	TTR Missed: No	0.03
INC000000596055	Sonnie Yudell	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.19

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INC000000596061	Tia Clay	Application	Error	SAFE		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.94
INC000000596068	Toni Netzler	Telecom	Voice Mail	Telephone		TIR Missed: No	0.39
	Voice Operations	James Gifford	Human Services	Low	Resolved	TTR Missed: No	1.33
INC000000596075	Paul T Smith	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596079	Jeff Kindall	PC/Laptop	Hardware	None		TIR Missed: No	0.08
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.09
INC000000596080	Mel Huefner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.22
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000596094	Mayla Slack	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.12
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000596098	Brad Saunders	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.15
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000596105	Jamie Wuthrich	Server	Performance	None		TIR Missed: No	0.27
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.50
INC000000596114	Natalie Holt	Network	None	Novell ConsoleOne		TIR Missed: No	0.42
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.43
INC000000596133	Michelle Naylor	PC/Laptop	None	None		TIR Missed: No	0.07
	Metro B Desktop Support	Annicc Valdez	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000596137	Maria Justice	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596143	Darcy Anderson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.80
	Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000596144	Jessica Nielson	Application	None	SAFE		TIR Missed: No	0.82
	Rural North Desktop Support	Dane Smith	Human Services	Low	Resolved	TTR Missed: No	0.82
INC000000596167	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596170	Ivana Meandzija	Application	None	Contract Approval Payment Sys		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596178	Jennifer M Peterson	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596195	Cami Hadley	Application	Password	Content Manager		TIR Missed: No	0.37
	ORS Content Manager	Pam Lee	Human Services	Low	Resolved	TTR Missed: No	0.37

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INC000000596196	Cami Hadley	Application	None	Microsoft Excel		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596205	Susan Schirmer	Telecom	Hardware	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000596210	Vickie Nelson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.25
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.25
INC000000596214	Julia Kolovich	None	None	None		TIR Missed: No	0.67
	ORS Content Manager	Pam Lee	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000596239	Kati Wheatley	None	None	None		TIR Missed: No	0.41
	Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.42
INC000000596241	Mandy Mecham	Application	None	None		TIR Missed: No	0.19
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000596244	Susan Burke	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596249	Vedrana Ilic	Application	Password	None		TIR Missed: No	0.14
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000596255	Sean T Orton	Telecom	None	Telephone		TIR Missed: No	0.18
	Voice/Data/WAN Services	Art Scott	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000596266	Alyssa Damron	Application	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	5.91
INC000000596274	Lisa Bruno	Network	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596308	Tami Edwards	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596322	Malele H Mafua	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596332	Charles Bentley	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	1.49
INC000000596341	Mark Brasher	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596352	Jan Fryer	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596361	Christy M Wixom	PC/Laptop	None	ZENworks for Desktops		TIR Missed: No	0.07
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.10

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INC000000596367	Keith savage	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596404	Savannah Leonard	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000596406	Michele Ardohain	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lane Adams	Human Services	Low Resolved	TTR Missed: No	0.02
INC000000596407	Brent Platt	None	None	None	TIR Missed: No	0.02
	Metro B Desktop Support	Cindy Reed	Human Services	Low Resolved	TTR Missed: No	2.87
INC000000596426	Gwynith Welch	Application	Error	None	TIR Missed: No	0.39
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.83
INC000000596432	Antonette Salazar	PC/Laptop	None	None	TIR Missed: No	0.12
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.13
INC000000596435	Kathleen Fife	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596440	Justina Flesher	Application	None	Active Directory	TIR Missed: No	0.26
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.26
INC000000596456	Ahmed Samatar	Network	Performance	None	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596462	Vedrana Ilic	PC/Laptop	Password	SAFE	TIR Missed: No	0.38
	Metro A Desktop Support	Adam Staks	Human Services	Low Resolved	TTR Missed: No	5.46
INC000000596463	Gaye Luker	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596471	April Hardman	Network	Performance	None	TIR Missed: Yes	6.13
	Capitol Hosting	Mike Tyrrell	Human Services	Low Resolved	TTR Missed: Yes	6.15
INC000000596476	Janet Culpepper	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596478	Tiffany Daines	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596493	Denise Leavitt	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596498	Richard Cheever	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596502	Janina Chilton	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000596529	Melannie Holdaway	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596533	Susan Llewellyn	Application	None	PGP	TIR Missed: No	0.39
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.16
INC000000596548	Michelle Hauck	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596552	Alicia Koehler	Application	Error	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low Resolved	TTR Missed: No	1.63
INC000000596560	Gina Denning	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.51
	Metro A Desktop Support	Mike Beynon	Human Services	Low Resolved	TTR Missed: No	0.51
INC000000596563	Tiffany Sandberg	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596569	Tamie Hamblin	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596574	Dan Brennan	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596580	Terry Jacobsen	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596587	Julie Clark	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596589	Teresa Taintor	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.33
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	5.41
INC000000596609	Desree Swank	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596616	John Lowder	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596626	Ayn Averett	Application	Error	Novell GroupWise	TIR Missed: No	0.09
	Application Services	Tony Larsen	Human Services	Low Resolved	TTR Missed: No	3.32
INC000000596630	Becky Gallegos	PC/Laptop	None	None	TIR Missed: No	0.42
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Resolved	TTR Missed: No	0.80
INC000000596634	Cami Hadley	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000596638	Silvia Romero	Application	Error	Adobe Flash	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000596639	Tamie Hamblin	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596645	Kathy Anderson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596646	Maria Catalini	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596652	Brindy Beckstrand	Application	None	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596666	Gina Denning	Network	Performance	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596676	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596701	Tracy Seegmiller	Network	Performance	Novell eDirectory		TIR Missed: Yes	1.22
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low	Resolved	TTR Missed: No	1.22
INC000000596707	Xavier Tisdol	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596708	Gina Denning	Application	None	SAFE		TIR Missed: No	0.68
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.71
INC000000596725	Eric Olson	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596726	Christy M Wixom	Application	Error	ZENworks for Desktops		TIR Missed: No	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000596733	Jeanne Godfrey	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596779	Kay Layton	PC/Laptop	None	None		TIR Missed: No	0.58
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000596807	Tiffany Daines	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596822	Jeff Harrop	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596833	Rachel Beecher	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596852	Theresa Oram	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000596854	Justina Flesher	Network	None	None		TIR Missed: No	0.25
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000596856	Trudy Decantu	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.30
INC000000596857	Jamie Dickinson	PC/Laptop	None	Microsoft Word		TIR Missed: No	0.36
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.98
INC000000596866	Nancy Lee	Wireless Connectivity	Error	None		TIR Missed: No	0.09
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000596871	Gaye Bluemel	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596879	Joann Naylor	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000596894	Julie Carlile	Application	Reporting	Internet Explorer		TIR Missed: No	0.17
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000596895	Diane McCarty	None	None	Operations Management Syster		TIR Missed: No	0.23
	Metro B Desktop Support	Austin Farey	Human Services	Low	Resolved	TTR Missed: No	0.23
INC000000596899	Gaye A Holt	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.74
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000596901	Cyndi Cox	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596908	Albert Phipps	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.85
INC000000596910	Danny R Wheatley	PC/Laptop	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000596911	Melissa Resendes	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.81
INC000000596917	Stella Andes	Application	None	SAFE		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.77
INC000000596927	Nancy Drozdek	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596931	Jim A Miller	Application	None	Fleet Focus		TIR Missed: No	0.74
	Fleet Administration	Amanda Ronan	Human Services	Low	Resolved	TTR Missed: No	0.75
INC000000596935	Susan Llewellyn	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.05
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.58

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INC000000596943	Alicia Koehler	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000596958	Morgan Niemann	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596959	Kari Bennett	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596960	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596962	Carol Powell	Application	None	Adobe Connect		TIR Missed: No	0.57
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	1.75
INC000000596966	John H Thompson	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596968	Marty Robins	None	None	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	
INC000000596971	Sandra Johnston	Telecom	Voice Mail	None		TIR Missed: No	0.07
	Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000596974	Nancy Drozdek	Application	None	SAFE		TIR Missed: No	0.10
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000596981	Patricia Hartzell	Application	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Todd Hardy	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000596993	Frank Muller	Application	None	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000596997	joyce morgan-hanks	PC/Laptop	None	None		TIR Missed: No	0.16
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000597013	Ruth Hauser	Telecom	Feature	Telephone		TIR Missed: No	0.15
	Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000597015	Azucena Santos	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597020	Cynthia Vitko	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000597023	Janalee Burdette	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000597027	Patty Phillips	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000597030	Carolyn Smith	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.07
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	0.33
INC000000597041	Amber McCoy	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597066	Susan Schirmer	Telecom	Hardware	Telephone	TIR Missed: No	0.22
	Voice/Data/WAN Services	Greg Blessing	Human Services	Low Resolved	TTR Missed: No	0.22
INC000000597073	Dorie Farah	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597075	Maria Guardiola	Application	None	Utah Master Directory	TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597078	Ryan F Nilsen	Application	None	None	TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Resolved	TTR Missed: No	0.31
INC000000597079	Cindy Cloward	PC/Laptop	Performance	Microsoft Windows 7	TIR Missed: No	0.00
	Rural Central Desktop Support	Jay Barfuss	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597087	Ernest Cuatto	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597098	Becky Corless	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Rural Central Desktop Support	Troy Morris	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597185	Jamie Van Noy	Telecom	Voice Mail	None	TIR Missed: No	0.13
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	0.35
INC000000597200	Pam Poulson	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Desktop Support	Austin Farey	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597201	Marian Scothern	Application	Password	PGP	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597204	Heber Tippetts	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597213	Melissa Carter	Application	Password	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597215	Gloria Beagley	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597224	Kathy Tollett	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597227	Trisha Haslam	Application	None	ZENworks for Desktops	TIR Missed: No	0.29
	Metro A Desktop Support	Mike Beynon	Human Services	Low Resolved	TTR Missed: No	0.29

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INC000000597236	Robert Wimmer	PC/Laptop	Password	None		TIR Missed: No	0.17
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000597246	Amanda nelson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597248	Zinna Burks	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597250	Michael M Hill	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597254	Jamie Van Noy	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597268	Rebecca Meredith	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597295	Jenny Caldwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597313	Sarah Pratt	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597317	Annita Kendall	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597320	Richard Cheever	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597323	Scott Roudabush	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597326	Taylor Horn	Application	None	ZENworks for Desktops		TIR Missed: No	0.19
	Metro A Desktop Support	Adam Staks	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000597328	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597331	Cai White	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597334	Brian Parnell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597355	Joni Lance	PC/Laptop	Password	None		TIR Missed: Yes	1.54
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.54
INC000000597357	Susan Eddy	Application	Password	DB2 Query Management Facilit		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000597362	Toni V Wardle	Application	Error	SAFE		TIR Missed: No	0.09
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.22
INC000000597370	Talona Talbot	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597374	Troy Randall	Application	None	ZENworks for Desktops		TIR Missed: No	0.17
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.32
INC000000597376	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000597379	Peter Smith	Mobile Devices	Error	None		TIR Missed: No	0.10
	Application Services	Dustin Crump	Human Services	Low	Resolved	TTR Missed: No	3.43
INC000000597384	Dixie Yoder	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000597408	Michelle Hauck	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597426	Cathy Rueff	Application	None	Novell Client for 32-bit Windows		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.59
INC000000597447	Laura Roe	PC/Laptop	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597471	Tristine Lytton	Application	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597480	John Bonnett	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597483	Misty Crawford	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597506	Loretta Campbell	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597520	Bethany Votroubek	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597531	Lani Busk	Application	Password	Utah Master Directory		TIR Missed: No	0.05
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000597536	Andrea Strode	PC/Laptop	Hardware	None		TIR Missed: No	0.74
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	1.05
INC000000597551	Lora Flanigan	Application	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.06

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INC000000597558	Corinne Evans	Application	Error	Novell GroupWise	TIR Missed: Yes	1.46
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.46
INC000000597568	Penny Rice	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597569	Julienne Rhees	Application	Error	Gmail	TIR Missed: No	0.88
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.88
INC000000597573	Ruth Hauser	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597577	Stephanie Lupeamanu	None	None	None	TIR Missed: No	0.54
	Metro B Hosting	James Gramse	Human Services	Low Resolved	TTR Missed: No	0.54
INC000000597589	Sabine Ezena	Application	Password	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597604	Maria Dejesus	Application	Password	None	TIR Missed: No	0.98
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	3.29
INC000000597620	Pam Gonzales	PC/Laptop	Error	None	TIR Missed: No	0.48
	Metro B Desktop Support	Peter Musser	Human Services	Low Resolved	TTR Missed: No	0.48
INC000000597630	Lois Lemoine	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597645	Brian D Nelson	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597649	Adela Rubio	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597651	Janie Lopez	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597652	Kathleen Fife	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597654	Sheri Wolfley	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597658	Lisa Peek	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597663	Lois Lemoine	Application	None	SAFE	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000597681	JoAnn Maxwell	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000597728	Marty Shannon	None	None	None		TIR Missed: No	0.04
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000597731	Marla Mathisen	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597747	Jonathan marshall	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597755	Natalie Holt	Network	None	Novell ConsoleOne		TIR Missed: No	0.36
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000597759	Stephanie Martinez	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597775	Sherri Carter	PC/Laptop	Password	None		TIR Missed: No	0.91
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000597779	Bart Schenck	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597786	Aaron Webb	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597795	Penny Rice	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597800	Debbie Koew	PC/Laptop	Error	None		TIR Missed: No	0.12
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000597844	Megan Gatlin	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.78
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	0.79
INC000000597847	Micah Bulloch	Application	Password	Citrix ICA Client		TIR Missed: No	0.44
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000597848	Penny Rice	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.72
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000597857	Andrea Strode	Mobile Devices	Error	Droid		TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597890	Kay Layton	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597906	Cassandra Green	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597913	Caron Hunter	None	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000597928	Nancy Lee	Application	None	Adobe Reader		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597932	Stacey Stetson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597941	Linda Martinez	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597943	Carol Grawey	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	0.04
INC000000597944	Heather Casutt	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597960	Lisa Green	Application	Error	ZENworks for Desktops		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.58
INC000000597961	Rick Ericksen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597962	Polly Colbert	None	None	Internet Explorer		TIR Missed: No	0.06
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.12
INC000000597964	Ceci Castillo	None	None	ZENworks for Desktops		TIR Missed: No	0.19
	Metro A Desktop Support	Adam Staks	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000597970	Jeanine Taylor	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597971	Luci Kelly	PC/Laptop	Error	None		TIR Missed: No	0.60
	Metro B Desktop Support	Peter Musser	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000597975	Andrea Strode	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597976	Casey Preece	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597990	Richard Schade	Application	Error	Novell Messenger		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000597992	Sandra Reed	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598000	Casey Preece	None	None	None		TIR Missed: No	0.24
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000598003	Chris Hoffman	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000598014	Tiffany Daines Metro B Help Desk	None Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598021	Kelli Tabarez Help Desk	None Brenda Treadway	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598027	Jessica Jonas Metro B Help Desk	None Todd Manning	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598031	Mario Ramos Metro B Help Desk	PC/Laptop Todd Manning	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598064	Judy Sanders Help Desk	Network Julie VanBeekum	Performance Human Services	Novell eDirectory Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598074	Justina Flesher Metro B Help Desk	Network Val Shepherd	None Human Services	Novell ConsoleOne Low	Resolved	TIR Missed: No TTR Missed: No	0.15 0.82
INC000000598100	Kay Layton Metro B Help Desk	Network Val Shepherd	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598119	D'Lyn Mayne Metro B Help Desk	Network Val Shepherd	Error Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.54 0.56
INC000000598125	Carol Black Metro B Help Desk	Application Val Shepherd	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.51 0.72
INC000000598126	Dan Reid Metro A Desktop Support	None Adam Staks	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.27 5.20
INC000000598145	Preston Freitas Operations Production Control	None Duane Hardy	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.26 0.72
INC000000598146	Kati Wheatley Voice Operations	None Romanza Hamblin Sorensen	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.11 0.77
INC000000598147	Sosie Bouchard Rural North Desktop Support	Application Rodney Peterson	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598148	Sandra Gustaveson Metro B Help Desk	Application Todd Manning	Password Human Services	SAFE Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598150	Sosie Bouchard Rural North Desktop Support	Application Rodney Peterson	Error Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598153	Sosie Bouchard Rural North Desktop Support	Application Rodney Peterson	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598154	Ken Matheson Metro B Help Desk	Application Todd Manning	Password Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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Human Services

INC000000598155	Lory Pond	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Medium	Resolved	TTR Missed: No	0.00
INC000000598156	Roger Andra	None	None	Microsoft Word		TIR Missed: No	0.00
	Rural North Desktop Support	Rodney Peterson	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598160	Marian Nielson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.39
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	2.07
INC000000598163	Kristan Hernandez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000598182	Mike Butkovich	None	None	None		TIR Missed: No	0.32
	Rural Central Desktop Support	Troy Morris	Human Services	Low	Resolved	TTR Missed: No	0.80
INC000000598187	Mark Scott	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598189	Carlos Sylvanstone	Telecom	Feature	None		TIR Missed: No	0.16
	Voice Operations	Kelly Johnson	Human Services	Low	Resolved	TTR Missed: No	1.49
INC000000598190	Mike Butkovich	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598195	Shirley Bleazard	PC/Laptop	None	None		TIR Missed: No	0.15
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000598201	Caron Hacker	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598205	Robert Carboni	Application	None	ZENworks for Desktops		TIR Missed: No	0.14
	Metro A Desktop Support	Adam Staks	Human Services	Low	Resolved	TTR Missed: No	0.14
INC000000598222	Amanda Hornsby	Network	Password	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598262	Bart Mason	None	None	None		TIR Missed: No	0.15
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	1.22
INC000000598263	Patricia Solt	Network	Incident	None		TIR Missed: No	0.45
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.46
INC000000598266	Kimia Prince	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.60
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000598271	Brian Parnell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598273	Patricia Solt	Application	Password	Citrix ICA Client		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.37

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Human Services

INC000000598274	Bill Boyle	Network	None	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598279	Carmen Negron	Application	Password	Microsoft Windows XP Professio	TIR Missed: Yes	1.14
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.14
INC000000598284	Brian Parnell	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598290	Jacquie Swartzfager	PC/Laptop	Performance	Novell eDirectory	TIR Missed: No	0.11
	Metro A Desktop Support	Adam Staks	Human Services	Low Resolved	TTR Missed: No	5.03
INC000000598292	Tara Taysom	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598302	Allyson Dopp	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598314	Justina Flesher	None	None	None	TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.11
INC000000598336	Kimia Prince	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598337	Dan Barrett	None	None	None	TIR Missed: No	0.03
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.14
INC000000598357	Denise Anderson	None	None	None	TIR Missed: No	0.47
	Rural North Desktop Support	Neil Smedley	Human Services	Low Resolved	TTR Missed: No	0.47
INC000000598363	Justina Flesher	Network	None	Novell ConsoleOne	TIR Missed: No	0.54
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.54
INC000000598365	Savanna Allred	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598375	Laura Liddell	Telecom	Call Management	Telephone	TIR Missed: No	0.84
	Metro B Desktop Support	Austin Farey	Human Services	Low Resolved	TTR Missed: No	3.47
INC000000598396	Faye Pilcher	Application	Error	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598404	Jason Burton	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598409	Chris Hoffman	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.47
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.51
INC000000598435	Nan Mendenhall	PC/Laptop	Error	None	TIR Missed: No	0.00
	Metro B Desktop Support	Bill Crowther	Human Services	Low Resolved	TTR Missed: No	0.32

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INC000000598453	Violet Secrest	PC/Laptop	None	None		TIR Missed: No	0.08
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	1.00
INC000000598455	Shaunna Conder	Application	Error	Adobe Connect		TIR Missed: No	0.30
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000598456	Amanda Galloway	Application	Password	Utah Master Directory		TIR Missed: No	0.18
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000598496	Ruth Powers	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000598498	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000598499	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598500	Holley Jorgensen	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598501	Pam Lee	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598502	Shaunna Skidmore	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000598503	Chris Metcalf	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598506	Marty Robins	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598509	Rebel Smith	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598514	Tonya Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598522	Todd Thayne	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598534	K.p Lupeamanu	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598544	Clark Staley	Application	Password	Citrix ICA Client		TIR Missed: No	0.53
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.62
INC000000598552	Natalie Holt	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000598566	Gaye Luker	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598576	Mark Forbes	None	None	None	TIR Missed: No	0.46
	Rural Central Desktop Support	John Donaldson	Human Services	Low Resolved	TTR Missed: No	0.93
INC000000598587	Ernest Cuatto	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598590	Heather Treece	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598591	Ming Wang	None	None	None	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598592	Diane Felt	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598596	Casey Preece	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598627	David Crichton	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598664	Sandi Evans	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598673	Nancy Drozdek	Application	None	State Payroll Time Entry System	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598674	Vickie Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598677	Diane Felt	Mobile Devices	Error	Novell GroupWise PDA Connec	TIR Missed: No	0.31
	Application Services	Dustin Crump	Human Services	Low Resolved	TTR Missed: No	2.86
INC000000598682	Lois Lemings	Application	Reporting	Microsoft Windows XP Professio	TIR Missed: Yes	1.64
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	1.64
INC000000598684	Ted Gerun	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598690	Kathie Thomas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598713	Jamie Ames	Application	None	Microsoft Windows 7	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598720	Liam Breakwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000598722	Tricia Aragon Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598723	Dayna Nichols Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598728	Blythe Carlsen Metro B Help Desk	Print/Copy/Scan/Fax Todd Manning	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598730	Bart Mason Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598738	Tyler D Black Network Operations	Network Michael Ostrander	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.22 5.57
INC000000598743	Julie Clark Metro B Help Desk	Application Todd Manning	None Human Services	ZENworks for Desktops Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598749	Kjersty Olson Rural Central Desktop Support	PC/Laptop Jessica Purcell	Error Human Services	Microsoft Windows 7 Low	Resolved	TIR Missed: No TTR Missed: No	0.26 1.66
INC000000598751	Maciel Perea Metro B Help Desk	Application Val Shepherd	Error Human Services	Controlled Substance Database Low	Resolved	TIR Missed: No TTR Missed: No	0.00
INC000000598756	Jennifer Baxter Metro B Desktop Support	None Annice Valdez	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.22 0.97
INC000000598758	Tamera Neilson Metro C Help Desk	Network Reed Stohel	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598763	Shancie Nance Metro B Desktop Support	PC/Laptop Annice Valdez	Performance Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.12 0.89
INC000000598771	Luci Kelly Metro B Desktop Support	PC/Laptop Bill Crowther	None Human Services	Microsoft Windows XP Professio Low	Resolved	TIR Missed: No TTR Missed: No	0.39 1.57
INC000000598774	Amber Poll Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598780	Toni Davis Help Desk	Application James Stearns	Error Human Services	Utah Statewide Immunization In Low	Resolved	TIR Missed: No TTR Missed: No	0.68 0.68
INC000000598791	Douglas Benson Rural Central Desktop Support	None Robert Case	None Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598799	Kami Elmer Metro B Help Desk	Print/Copy/Scan/Fax Todd Manning	Queue Human Services	None Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000598810	Micah Bulloch Metro B Help Desk	Application Val Shepherd	Password Human Services	Citrix ICA Client Low	Resolved	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000598812	Vanita Jain	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598813	Toni Davis	Application	Password	Utah Criminal Justice Informatio		TIR Missed: No	0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.47
INC000000598815	Phil Royall	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598831	Cynthia Johnson	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598841	Sandra Johnston	PC/Laptop	Error	None		TIR Missed: No	0.50
	Metro B Desktop Support	Bill Crowther	Human Services	Low	Resolved	TTR Missed: No	0.73
INC000000598844	Travis Ewing	None	None	None		TIR Missed: No	0.36
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000598846	Cheryl Schilling	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598851	Madelyn Cuascut	Application	Password	Novell GroupWise		TIR Missed: No	0.33
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.88
INC000000598855	Beverly Clark	None	None	None		TIR Missed: No	0.06
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.08
INC000000598858	Darcee Oliva	Application	Password	PGP		TIR Missed: No	0.83
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.03
INC000000598860	Angela Memmott	Application	Password	eFIND/eSHARE		TIR Missed: No	0.31
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.44
INC000000598864	Kami Elmer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: Yes	1.14
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	1.14
INC000000598865	Doug Spencer	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.82
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	1.06
INC000000598866	Charlene Nelson	Application	Reporting	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598881	Charlene Nelson	Application	None	Gmail		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598883	Rick Wright	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000598895	Tom Darais	Network	None	Novell ConsoleOne		TIR Missed: No	0.01
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.01

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INC000000598897	Dan Barrett	Application	None	Active Directory	TIR Missed: No	0.16
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	1.59
INC000000598901	Paul Korth	PC/Laptop	Performance	Microsoft Windows XP Professio	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598912	Scott Povey	Application	Error	State Payroll Time Entry System	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598918	Jerrienne Brewer	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598919	Francesco Lepore	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598920	Mayre Druce	None	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598921	Natalie Sheppard	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.52
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.52
INC000000598924	Angela Memmott	Application	Error	Office of Recovery Services Inf	TIR Missed: No	0.02
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.16
INC000000598927	Susan Clements	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598929	Paul Avery	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598934	Amy Relf	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598937	Tara Lewis	PC/Laptop	None	None	TIR Missed: No	0.06
	Metro A Desktop Support	Mike Beynon	Human Services	Low Resolved	TTR Missed: No	0.33
INC000000598940	Elyse Martin	Application	Password	Novell GroupWise	TIR Missed: No	0.07
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.24
INC000000598947	Kathryn Wright	Network	Error	Novell Client for 32-bit Windows	TIR Missed: No	0.68
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.97
INC000000598965	Valene Gibbs	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598966	Paul Avery	Application	Password	Utah Master Directory	TIR Missed: No	0.49
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.49
INC000000598968	Jill Rainey	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000598969	Janis Widdison	Network	Incident	Novell ConsoleOne	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598971	Sara Bodily	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598974	Diana Corona	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598975	Jonathan Houser	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598976	Zeljka Borro	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598980	Blanca Loya	Application	Password	Citrix ICA Client	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598989	Zinna Burks	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000598994	Jared Bunnell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599007	Delilah Thomas	Remote Connectivity	Error	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599017	Mark Forbes	None	None	None	TIR Missed: No	0.11
	Rural Central Desktop Support	John Donaldson	Human Services	Low Resolved	TTR Missed: No	0.78
INC000000599022	Vern Greenhalgh	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599038	Gwynith Welch	Application	None	Microsoft Word	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599039	Kathryn Wright	Application	None	SAFE	TIR Missed: No	0.27
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.38
INC000000599061	Diana Corona	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratuszniak	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599070	Tyler Hathaway	Application	Error	Gmail	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599073	Cara Durfee	Application	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro A Help Desk	Ed Conrad	Human Services	Low Resolved	TTR Missed: No	0.13
INC000000599083	Elyse Martin	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000599120	Fololini Havea	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599123	Keli Mattinson	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599140	Aimee N Duvall	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599146	Kaylana Lloyd	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599152	Ernest Cuatto	Application	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599184	Jason Gardner	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599197	Rodney Cheal	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599207	Steve Long	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000599220	Keith Brown	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599221	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599223	Randy Blatnik	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599232	Les Roberts	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.16
INC000000599234	Heidi Trujillo	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599236	Rhonda Hill	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000599237	Faye Pilcher	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599240	Frank Garcia	Application	Password	PGP		TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.01
INC000000599244	Delbert Beddoes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599259	Susan Cleaver	None	None	None		TIR Missed: No	0.00
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000599271	Laurie Fuhrman	Network	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599290	Scott Roudabush	None	None	State Payroll Time Entry System		TIR Missed: No	0.00
	Rural Central Desktop Support	John Donaldson	Human Services	Low	Resolved	TTR Missed: No	1.50
INC000000599301	Kristy Bate	Telecom	Voice Mail	None		TIR Missed: No	0.14
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000599311	Karen Randall	Application	None	SAFE		TIR Missed: No	0.00
	Metro B Desktop Support	Annicke Valdez	Human Services	Low	Resolved	TTR Missed: No	1.27
INC000000599318	April Hardman	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	1.45
INC000000599320	Dionn Nielsen	Application	Error	Internet Explorer		TIR Missed: No	0.13
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	0.42
INC000000599324	Marian Scothern	None	None	PGP		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000599331	Kelli Tabarez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.20
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.29
INC000000599335	Charlotte Vincent	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599343	Don Campbell	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.59
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.72
INC000000599349	Frank Garcia	None	None	None		TIR Missed: No	0.14
	Enterprise Security	Garry Gregson	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000599351	Mary Lou Harvey	Application	Error	None		TIR Missed: No	0.61
	Rural South Desktop Support	Cheri Oldham	Human Services	Low	Resolved	TTR Missed: No	1.33
INC000000599352	Paul Avery	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599359	Paul Avery	Application	Reporting	Droid		TIR Missed: No	0.52
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.57
INC000000599364	Paul Avery	Application	Error	PGP		TIR Missed: No	0.50
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.53
INC000000599366	Vicky Turner	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.36
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	1.18

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INC000000599375	Danette L Larsen	Telecom	Feature	Telephone		TIR Missed: No	0.06
	Voice Operations	Gail Christiansen	Human Services	Low	Resolved	TTR Missed: No	5.09
INC000000599377	Debra Dopp	PC/Laptop	None	PopUpStopper		TIR Missed: No	0.34
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.43
INC000000599378	Susan Dalpiaz	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599379	Dan Chatterton	Application	Reporting	PGP		TIR Missed: No	0.78
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	1.00
INC000000599381	Pam Nacario	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599383	Michele Garrick	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599385	Marie Chatterley	Application	Error	Microsoft Word		TIR Missed: No	0.26
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000599410	Jill Colvin	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599424	Preston Freitas	None	None	None		TIR Missed: No	0.58
	Mainframe Systems Support	Lester Aoki	Human Services	Low	Resolved	TTR Missed: No	4.21
INC000000599429	Joan Charter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599433	Steven Chen	Application	None	Gmail		TIR Missed: No	0.12
	Technical Lead/Project Manager	Martin Gonzalez	Human Services	Low	Resolved	TTR Missed: No	3.78
INC000000599434	Genie Kebelis	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599437	Jorden Czech	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.86
INC000000599441	Jodi Delaney	None	None	None		TIR Missed: No	0.07
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.07
INC000000599447	Linda Boyd-Melancon	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	3.21
INC000000599453	Lucas Dalton	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000599456	Claire Mantonya	Application	Error	Microsoft Office Professional 20		TIR Missed: No	0.31
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	1.35

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INC000000599457	Faye Pilcher	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000599460	Melissa Foulger	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000599469	Shannon Ritchie	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599471	Daniel Musto	PC/Laptop	Performance	None		TIR Missed: No	0.71
	Metro B Desktop Support	Anthony Booyse	Human Services	Low	Resolved	TTR Missed: No	4.45
INC000000599477	Mavanie Vein	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599482	Elaine Boren-Hess	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599492	Wendy Naylor	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599495	Laurie Vigil	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599504	Debbie L Miller	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599505	Keith savage	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000599513	Jacque Poulsen	Mobile Devices	Error	Novell GroupWise PDA Connec		TIR Missed: No	0.37
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.41
INC000000599514	Linda Wininger	Application	Password	Utah Master Directory		TIR Missed: No	0.92
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	1.27
INC000000599520	Heidi Valdez	None	None	Novell GroupWise		TIR Missed: No	0.51
	Application Services	Tony Larsen	Human Services	Low	Resolved	TTR Missed: No	0.54
INC000000599521	Denise Leavitt	Application	Error	Novell GroupWise		TIR Missed: No	0.35
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000599529	Jennifer Wagner	Application	Reporting	None		TIR Missed: No	0.57
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.68
INC000000599532	Ray Winger	Application	Error	Novell GroupWise		TIR Missed: No	0.17
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.17
INC000000599536	Cynthia Akins	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599539	Judy Hammer	Application	Error	Novell Messenger	TIR Missed: No	0.15
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.15
INC000000599541	Carol Black	PC/Laptop	Hardware	None	TIR Missed: No	0.05
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low Resolved	TTR Missed: No	4.43
INC000000599545	Carol Black	None	None	Citrix ICA Client	TIR Missed: No	0.26
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.26
INC000000599549	Blythe Carlsen	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599553	Kolleen Fortner	None	None	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.87
INC000000599558	Corrie Miera	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Cal Brinton	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599562	Keri Allen	Network	None	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599568	Rodney Cheal	Network	Incident	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599572	Carol Black	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599574	Geneann Carlino	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599575	Mark Harward	Application	Password	ZENworks for Desktops	TIR Missed: No	0.33
	Rural Central Desktop Support	Robert Case	Human Services	Low Resolved	TTR Missed: No	0.33
INC000000599584	Nickie Stocks	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Eileen Dubach	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599592	Eric Olson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599595	Glen C Ames	Application	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000599596	Mandy Caswell	Application	Error	ZENworks for Desktops	TIR Missed: No	0.36
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.72
INC000000599598	Mary Burgener	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.44
INC000000599616	Elizabeth Gonzalez	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00

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INC000000599620	Steve Elam	Application	Error	Microsoft Excel		TIR Missed: No	0.80
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.91
INC000000599632	Kolleen Fortner	Application	Error	PGP		TIR Missed: No	0.19
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.19
INC000000599639	Debbie L Miller	Application	Password	Utah Master Directory		TIR Missed: No	0.11
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.11
INC000000599640	Lucas Dalton	None	None	None		TIR Missed: No	0.02
	Metro A Desktop Support	Mike Beynon	Human Services	Low	Resolved	TTR Missed: No	0.02
INC000000599644	Kiersten Bushman	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.13
INC000000599648	Nancy A Brittain	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	1.10
INC000000599655	Mario Ramos	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599673	Frank Garcia	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599678	Vanessa Amburgey	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599680	Julie Carlile	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599682	Stephanie Martinez	None	None	None		TIR Missed: No	0.14
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	5.26
INC000000599687	Lisa Green	Network	None	Novell Client for 32-bit Windows		TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.34
INC000000599696	Marcie Kay	None	None	Adobe Reader		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599703	Eric Olson	Application	None	Novell Messenger		TIR Missed: No	0.25
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.39
INC000000599709	Laura Pare	Application	None	Microsoft Word		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599715	Brian Olsen	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599718	Marty Shannon	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599719	Joseph Gonzalez	Telecom	Voice Mail	None		TIR Missed: No	0.26
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.66
INC000000599738	Madelyn Cuascut	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599757	Venyce martinez	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599760	Trisha Reynolds	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599762	Tammy J Valdez	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599769	Trisha Reynolds	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599776	Tammy J Valdez	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.18
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.18
INC000000599796	Delma Martinez	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599800	Delilah Thomas	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599806	Preston Freitas	None	None	None		TIR Missed: No	0.24
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	2.78
INC000000599811	Tom Medina	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599815	Stephanie Quintana	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599820	Kristan Hernandez	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599840	Patricia Runyan	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599849	Julie Carlile	EIS Hardware	Printer	None		TIR Missed: No	0.10
	Strategic Communications	Dennis Rogers	Human Services	Low	Resolved	TTR Missed: No	3.93
INC000000599854	Carly Echols	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599855	Tom Kelly	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000599870	Susan Burke	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599887	Sifa Tafisi	Application	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599896	Cai White	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599898	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599900	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599901	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599902	Ivana Meandzija	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599916	Eva Clarke	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599920	Jose Solorzano	Application	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599923	Linda Baggs	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599926	Janet E Campbell	Telecom	Feature	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599930	Steven Cox	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599933	Sandra Adams	Network	Password	Novell eDirectory		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599948	Kelsey Clark	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599961	Mark Perry	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000599964	Vicky Wallace	None	None	None		TIR Missed: No	0.23
	Metro B Desktop Support	Annice Valdez	Human Services	Low	Resolved	TTR Missed: No	0.67
INC000000599970	Carol Miller	Mobile Devices	Error	Droid		TIR Missed: No	0.66
	Application Services	Danielle Hood	Human Services	Low	Resolved	TTR Missed: No	3.12

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INC00000059976	Karla Kallas	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low Resolved	TTR Missed: No	0.00
INC00000060046	David D Felt	Mobile Devices	None	iPhone	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC00000060065	Jacki Johansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Human Services	Low Resolved	TTR Missed: No	0.00
INC00000060071	Christine Nguyen	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Desktop Support	Annice Valdez	Human Services	Low Resolved	TTR Missed: No	0.00
INC00000060083	Robert Jowett	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC00000060085	Anna Reposa	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600104	Lory Pond	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600105	Brooke Lindley	None	None	None	TIR Missed: No	0.00
	Rural North Desktop Support	Dane Smith	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600117	Amy Tafoya	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600131	Cynthia Gardner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600178	Shauna Iverson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600179	Marla Mathisen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.27
	Metro B Desktop Support	Cindy Reed	Human Services	Low Resolved	TTR Missed: No	0.27
INC000000600183	Heidi Trujillo	Application	Password	Utah Criminal Justice Informatio	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600195	Carol Kendall	None	None	RSA SecurID Software Token	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.11
INC000000600200	Pamela Higgins	Application	None	Novell GroupWise	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600204	Daniel Valdez	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600240	Eliana Downing	Network	Error	None	TIR Missed: Yes	2.78
	Rural Central Desktop Support	Paul Petersen	Human Services	Low Resolved	TTR Missed: No	5.38

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INC000000600243	Mary Durfee	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	1.71
INC000000600247	Eva Clarke	Application	Error	eFIND/eSHARE		TIR Missed: No	0.07
	Metro A Help Desk	Edward Fortner	Human Services	Low	Resolved	TTR Missed: No	0.33
INC000000600270	Susan Eddy	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600274	Gloria Whitesides	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600280	Suzanne O'Connell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600281	Janina Chilton	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: Yes	1.77
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	1.77
INC000000600293	Lori Savage	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600297	Kjersty Olson	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600302	Nancy Perez	None	None	None		TIR Missed: No	0.13
	Metro B Desktop Support	Tyler Pearce	Human Services	Low	Resolved	TTR Missed: No	0.20
INC000000600306	Michelle Gibbs	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600313	Don Brinkerhoff	Application	None	Gmail		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600314	Shelly Park	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600320	Justina Flesher	Application	None	Novell GroupWise		TIR Missed: No	0.69
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.77
INC000000600324	Becky Gallegos	Application	Password	BlueZone		TIR Missed: No	0.37
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.37
INC000000600327	Suzanne O'Connell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600332	Ryan F Nilsen	None	None	None		TIR Missed: No	0.16
	Metro B Desktop Support	Cindy Reed	Human Services	Low	Resolved	TTR Missed: No	0.48
INC000000600333	Kolleen Fortner	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000600355	Jody Eby Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600368	Judy Hammer Application Services	Wireless Connectivity Danielle Hood	Error Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.22 5.80
INC000000600371	Mark Dallimore Help Desk	Network Brenda Treadway	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600382	Paula Lamb Metro B Help Desk	Print/Copy/Scan/Fax Val Shepherd	Queue Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600401	Ruth Hauser Metro B Help Desk	None Gary Graham	None Human Services	Novell GroupWise Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.21
INC000000600431	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600433	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600435	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600437	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600439	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600440	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600441	Dan Barrett Metro B Help Desk	Network Gary Graham	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600442	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600443	Eric Beidler Metro B Help Desk	Network Val Shepherd	Incident Human Services	Novell ConsoleOne Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600445	Carolyn Barrett Metro C Help Desk	None Ross Owen	None Human Services	None Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00
INC000000600456	Peggy Williams Metro B Help Desk	Network Gary Graham	Incident Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.63 0.63
INC000000600461	Josette Harding Metro B Help Desk	Network Todd Manning	Password Human Services	Novell Client for 32-bit Windows Low	TIR Missed: No Resolved TTR Missed: No	0.00 0.00

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INC000000600464	Jenilee Davidson	Network	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600470	Sheri M Morris	Network	Incident	None		TIR Missed: No	0.32
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.35
INC000000600480	Nickie Stocks	PC/Laptop	Performance	None		TIR Missed: No	0.10
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.10
INC000000600496	Paul Avery	Network	Incident	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Help Desk	James Stearns	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600520	Anisa Plastow	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600529	Alease Guymon	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600538	Natalie Holt	Network	None	Novell ConsoleOne		TIR Missed: No	0.11
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: N/A	
INC000000600544	Debbie Koew	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600546	Eric Beidler	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600550	Marcy Jensen	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600553	Elizabeth Adair	Network	Error	None		TIR Missed: No	0.95
	Metro B Desktop Support	Mike Wilde	Human Services	Low	Resolved	TTR Missed: No	1.51
INC000000600573	Steven Cox	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600574	Jenny Caldwell	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	
INC000000600585	Ronald F Jacobson	None	None	None		TIR Missed: No	0.72
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	1.25
INC000000600593	Doug Thomas	Application	None	Microsoft Windows XP Professional		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600605	Randi Bigler	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	
INC000000600606	Racheal Clements	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	

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INC000000600608	Lindsey Call	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ryan Casey	Human Services	Low	Resolved	TTR Missed: No	
INC000000600614	Sherrie Pendleton	None	None	Adobe Reader		TIR Missed: No	0.19
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000600624	Shari Mexican	PC/Laptop	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.96
INC000000600625	Manuel Gonzales	Telecom	Call Management	Telephone		TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	1.36
INC000000600628	Gwynith Welch	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cheri Oldham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600629	Karla Kallas	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Human Services	Low	Resolved	TTR Missed: No	0.92
INC000000600661	Calvin Reid	Application	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600662	Brad Saunders	PC/Laptop	Hardware	None		TIR Missed: No	0.24
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000600665	Sherri Hernandez	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600682	Sherry Lemmon	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600704	Marilyn Petty	Application	Password	DB2 Query Management Facility		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600709	Eva Clarke	None	None	RSA SecurID Software Token		TIR Missed: No	0.14
	Metro B Desktop Support	Jay Locker	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000600720	Troy Davis	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Human Services	Low	Resolved	TTR Missed: No	0.06
INC000000600724	Cynthia Johnson	Application	Password	Citrix ICA Client		TIR Missed: No	0.05
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.05
INC000000600749	Philicia Thomas	Network	Password	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600758	Chari Frampton	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.28
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.28
INC000000600759	Valerie King	Network	None	Echart		TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000600768	Malele H Mafua	None	None	Utah Master Directory	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.09
INC000000600772	Deanna Crowfoot	Network	Password	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Gerald Adams	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600785	Sheri Olson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600788	Tim Roberts	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600819	Ana E Broadbent	Application	Error	PGP	TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.97
INC000000600820	Tammy Knight	Application	Password	Novell Messenger	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600829	Anna Reposa	Telecom	Dial Tone	Telephone	TIR Missed: No	0.00
	Voice Operations	Gail Christiansen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600834	Robert Wimmer	Network	Performance	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600842	Tom Dunford	None	None	Symantec Backup Exec Remote	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600853	Tracy Montgomery	None	None	None	TIR Missed: No	0.00
	Operations Production Control	Lester Aoki	Human Services	Low Resolved	TTR Missed: No	
INC000000600882	Eva Clarke	PC/Laptop	Hardware	None	TIR Missed: No	0.49
	Metro B Desktop Support	Jay Locker	Human Services	Low Resolved	TTR Missed: No	1.84
INC000000600886	Gina Lewis	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.46
	Metro B Help Desk	Val Shepherd	Human Services	Low Resolved	TTR Missed: No	0.80
INC000000600898	Shauna Iverson	Mainframe	Password	BlueZone	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600899	Maria Justice	Application	Password	DB2 Query Management Facility	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600903	Jennifer Gardner	Print/Copy/Scan/Fax	Queue	None	TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low Resolved	TTR Missed: No	0.00
INC000000600910	Deanne Evans	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low Resolved	TTR Missed: No	0.06
INC000000600935	Sandra Johnston	Telecom	Call/Receive	Telephone	TIR Missed: No	0.05
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low Resolved	TTR Missed: No	2.24

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INC000000600952	Brett Dickison	PC/Laptop	Error	None		TIR Missed: No	0.26
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.26
INC000000600957	Saleima Pahulu	Network	Incident	Novell ConsoleOne		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600960	Saleima Pahulu	None	None	None		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600961	Chari Frampton	Network	Incident	None		TIR Missed: Yes	1.36
	Rural South Desktop Support	Doug Thornton	Human Services	Low	Resolved	TTR Missed: No	1.36
INC000000600963	Lesa Howell	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000600965	Rita Brooks	Application	None	None		TIR Missed: No	0.11
	Rural Central Desktop Support	Robert Case	Human Services	Low	Resolved	TTR Missed: No	4.26
INC000000601004	Alicia Anderson	Application	Password	None		TIR Missed: No	0.12
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.60
INC000000601033	Phillip Jones	Application	None	Java Media Framework		TIR Missed: No	0.48
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.61
INC000000601035	Leticia Dardon	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601037	Kathy Katsilas	Application	None	eFIND/eSHARE		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601044	Kathi Richardson	Application	Error	State Payroll Time Entry System		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601047	Shirley Bingham	PC/Laptop	Hardware	None		TIR Missed: No	0.17
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.36
INC000000601048	Tina Lloyd	None	None	None		TIR Missed: No	0.15
	Rural South Desktop Support	Ryan Bennett	Human Services	Low	Resolved	TTR Missed: No	0.15
INC000000601056	Katie McEntire	None	None	None		TIR Missed: No	0.00
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601058	Evelyn Cloward	Application	None	Medicaid Managed Information System		TIR Missed: No	0.58
	Operations Production Control	Duane Hardy	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000601066	Cecil Robinson	Telecom	Voice Mail	Telephone		TIR Missed: No	0.18
	Voice Operations	Romanza Hamblin Sorensen	Human Services	Low	Resolved	TTR Missed: No	0.64
INC000000601072	Calvin Reid	Network	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Human Services	Low	Resolved	TTR Missed: No	0.00

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INC000000601080	Evelyn Cloward	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601091	Antonette Salazar	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601110	Jamie Jepsen	Application	Password	Citrix ICA Client		TIR Missed: No	0.00
	Metro B Help Desk	Gary Graham	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601138	Kimberly Clements	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601181	Judy Hafen	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601189	Patricia Wheeler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601197	Carolyn Barrett	Application	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601201	Ronald F Jacobson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601212	Tami Edwards	PC/Laptop	Error	None		TIR Missed: No	0.07
	Metro B Desktop Support	Sean Chadbourne	Human Services	Low	Resolved	TTR Missed: No	0.49
INC000000601230	Susan Riggs	Network	Incident	None		TIR Missed: No	0.24
	Rural South Desktop Support	Scott Jesienouski	Human Services	Low	Resolved	TTR Missed: No	0.24
INC000000601245	Josette Harding	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Todd Manning	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601247	David Solum	Application	Error	None		TIR Missed: No	0.21
	Capitol Hosting	Dale Hicks	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000601267	Delilah Thomas	None	None	Utah Criminal Justice Informatio		TIR Missed: No	0.61
	Metro B Help Desk	Val Shepherd	Human Services	Low	Resolved	TTR Missed: No	0.65
INC000000601282	Evelyn Cloward	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601304	Eva Clarke	Application	None	Mozilla Firefox		TIR Missed: No	0.21
	Help Desk	Eileen Dubach	Human Services	Low	Resolved	TTR Missed: No	0.21
INC000000601314	Stacey Gleed	Network	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601348	Stephanie Kenney	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.16
	Help Desk	Vicky Marrelli	Human Services	Low	Resolved	TTR Missed: No	0.16

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INC000000601354	Lyndsay A Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601355	Lyndsay A Smith	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Jessica Purcell	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601372	Gloria Kay	Application	None	None		TIR Missed: No	0.00
	ORS Adobe Support	Justin Rasmussen	Human Services	Low	Resolved	TTR Missed: No	0.00
INC000000601380	Kevin Kilburn	Application	None	None		TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Human Services	Low	Resolved	TTR Missed: No	0.00